

Service Delivery Plan

April 2025 - March 2026



Our Vision:

To be the best fire and
rescue service in the UK

One team, putting its
communities first



MERSEYSIDE
FIRE & RESCUE
SERVICE



**WE ARE MERSEYSIDE
FIRE & RESCUE SERVICE**

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1.1 Introduction

Welcome to our Service Delivery Plan for 2025/26.

This Plan brings together in one document Merseyside Fire and Rescue Authority’s plans and priorities for 2025/26 including our new Community Risk Management Plan-(CRMP) 2024-27 published in November 2024.



Since we published our last plan Merseyside Fire and Rescue Service (MFRS) has continued to provide outstanding services to the public and visitors to Merseyside. If you need our help in an emergency, you can be assured that we have one of the fastest responses in the country. If you are more likely to have a fire in your home or business, we will help to reduce that risk and if you live in a community where anti-social behaviour is a problem we will work with other organisations to keep you safe. Through our outstanding prevention and protection work, we have driven down fire deaths to the lowest ever number.

In May 2024, the Service was delighted to open the new state of the art Aintree fire station and a substantially enlarged Training and Development Academy and National Resilience Centre of Excellence, designed to provide our fire fighters and those from further afield with challenging, modern training scenarios. The site has attracted highly positive feedback and is much in demand.

In November, the Authority approved the new Community Risk Management Plan following a long period of public, staff and stakeholder consultation. The plan focusses on preventing fires and other emergencies as well as preparing for and responding to emergency incidents should they occur.

Merseyside Fire and Rescue Service is a positive, safe and supportive place to work. We have continued to work to make sure that our organisational culture is welcoming to people from all backgrounds and everyone feels that they belong and we are pleased to report that in our most recent staff survey (October 10 December 2024) we achieved an 88% engagement score. This means that a high proportion of our staff feel positive about working for the Service, understand the Service’s aims and objectives and care about the work that the Service does.

We hope you enjoy reading about our plans for the next year and whatever challenges the next twelve months presents, you can be assured that Merseyside Fire and Rescue Service will continue to provide the highest levels of service to the communities of Merseyside and beyond.



Nick Searle
Chief Fire Officer



Cllr Les Byrom
Chair of the Fire Authority

1.2 Our Corporate Vision, Purpose and Aims

Our Vision:

To be the best Fire & Rescue Service in the UK, acting as one team putting our communities first

Our Purpose:

Here to serve. Here to protect. Here to keep you safe.

Our Aims:

Protect

We protect people from harm, provide advice, guidance and when absolutely necessary, use enforcement to keep the public and our firefighters safe.

Prevent

We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.

Prepare

We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.

Respond

We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.



OUR STORY

There is nothing more tragic to us than loss of life so we will do everything we can to prevent this happening. Saving lives and keeping our Firefighters safe matters to us.

We are a team of diverse people undertaking different roles but working together to achieve outstanding impact.

We are part of our community - it's where we are from, it's where we have brought up our families. We reflect our area - looking after each other and showing kindness.

Our teams continue to shape our story putting our community at the heart of everything we do.

We have a long and proud history of being bold - a mindset of let's try it - let's do it.

For Merseyside Fire & Rescue Service, good enough is never good enough.

We are our community and we know the part we can play - **our place, our culture and our people** are what make us great.



WE ARE MERSEYSIDE
FIRE & RESCUE SERVICE

To be the best Fire & Rescue Service in the UK.
One team, putting its communities first.

Here to serve. Here to protect. Here to keep you safe.

OUR AIMS	Protect We protect people from harm, provide advice, guidance and when absolutely necessary use enforcement to keep the public and our firefighters safe.	Prevent We are there for you. We are a visible presence that provides reassurance, support and advice. Alongside our partners, we protect the most vulnerable and reduce inequalities.	Prepare We will always be the best that we can be by having highly skilled and trained people who plan for every risk and keep our teams safe and effective.	Respond We will be there when you need us most, pulling out all the stops to save lives. Whether we are taking 999 calls, or attending incidents, we keep our communities safe.	
	We are bold Embracing new ideas to build on the confidence and trust the community place in us.	We are professional Always giving our best to be the best we can be.	We are safe Protecting lives and keeping our firefighters safe.	We are built to help Looking after people and looking after each other.	We are positive Recognising how far we have come and being positive about the future.
OUR SERVICE					
OUR VALUES	We serve with Courage • By never settling for the status quo • By being decisive and calm under pressure • By having determination to see things through • By being prepared to fail • By celebrating diversity and being open to new opportunities and challenges • By setting high standards and not being embarrassed for doing so • By challenging ourselves to be better	We serve with Integrity • By doing the right thing even when it is hard or no one is looking • By leading by example • By standing up for what matters • By being open, honest and fair • By making decisions based on facts • By explaining the why • By being consistent • By always doing what we say we are going to do	We serve with Compassion • By acting with empathy and kindness • By actively listening - hearing what is being said • By going the extra mile to help each other, noticing what is going on for people • By recognising each other's contribution • By creating a sense of belonging • By embracing and understanding difference		

1.3 The Core Code of Ethics & our Leadership Message

Fire and rescue services are required to operate within a national Code of Ethics. For Merseyside Fire and Rescue Authority, these are embedded into our Leadership Message, behavioural Ground Rules and Code of Conduct. They are at the heart of what we are as an organisation and shape how our people behave in work and in our communities.

The Core Code sets out five ethical principles, based on the Seven Principles of Public Life, which alongside the accompanying guidance provides a basis for promoting good behaviour and challenging inappropriate behaviour.



- **Putting our communities first** – we put the interest of the public, the community and service users first.
- **Integrity** – we act with integrity including being open, honest and consistent in everything we do.
- **Dignity and respect** - making decisions objectively based on evidence, without discrimination or bias.
- **Leadership** – we are all positive role models, always demonstrating flexibility and resilient leadership. We are all accountable for everything we do and challenge all behaviour that falls short of the highest standards.
- **Equality, diversity, and inclusion (EDI)** – We continually recognise and promote the value of EDI both within the FRSs and the wider communities in which we serve. We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations, and celebrate difference.



**Merseyside
population:
1.4m+**



**There are
more than
660,000
homes.**

**There are over
40,000
places of work.**



**More than
3,000
miles
of roads.**



1.4 About Merseyside

Merseyside is an area in the north west of England, on both sides of the mouth of the river Mersey and includes the metropolitan districts of Knowsley, Liverpool, Sefton, St Helens and Wirral.

Merseyside spans 249 square miles (645 Km²) of land containing a mix of built up urban areas, suburbs, semi-rural and countryside locations, but most of the land use is urban. It has a central business district at the heart of Liverpool City Centre, though each of Merseyside's five metropolitan districts has at least one major town centre and outlying suburbs.

There are 42 miles of motorway, six miles of tunnels (road and rail), 75 miles of passenger railway and over 60 miles of coastline. Merseyside has eight Top Tier control of major accident hazards (COMAH) sites and the Port of Liverpool handles over 30 million tonnes of freight for both import and export.

According to the 2021 Census, Merseyside has a population of 1,423,300. Since the 2011 census, the population of Merseyside has grown by 3%, with each metropolitan district showing overall increases.

Digging deeper into the population of Merseyside, we see:

- Slightly more females than males in Merseyside (51.5% female and 48.5% male).
- Based on the 2021 Census, the total population of over 65's in Merseyside is 27.9%.
- 91.7% of people are classed as White and 8.3% are of Black and Minority Ethnic origin.



Sefton

Population: 281,027

Land Area: 216 sq km

Homes: 130,804

Roads: 614.4 miles

Ranked 89 out of 317 local authority areas in the IMD 2019.

Wirral

Population: 322,453

Land Area: 220 sq km

Homes: 151,547

Roads: 756.6 miles

Ranked 77 out of 317 local authority areas in the IMD 2019.

Knowsley

Population: 157,103

Land Area: 86 sq km

Homes: 70,170

Roads: 368.5 miles

Ranked 3 out of 317 local authority areas in the IMD 2019.



ST HELENS
BOROUGH COUNCIL



Knowsley Council

St Helens

Population: 184,728

Land Area: 136 sq km

Homes: 85,411

Roads: 460 miles

Ranked 40 out of 317 local authority areas in the IMD 2019.



Liverpool City Council

Liverpool

Population: 496,770

Land Area: 162 sq km

Homes: 229,863

Roads: 894.6 miles

Ranked 4 out of 317 local authority areas in the IMD 2019.

1.5 Risk, Demand & Vulnerability

Preparing our Plans

This Service Delivery Plan includes details of how we will deliver our Community Risk Management Plan and other organisational objectives in 2025/26 and the performance indicators we will use to show whether what we have done has been a success.

When writing our Community Risk Management Plan our approach is broken down into three themes that all make a difference to the safety of **people, buildings and places** in Merseyside:

Risk - we identify people, buildings and places where there is a likelihood of an emergency incident happening that would have a potentially serious effect on our communities. For example, we work with the people responsible for buildings and locations to help to reduce that risk and we plan and review how we would deal with an emergency if it did occur.

Demand – we use information about incidents that have happened in the past and analyse how we have responded to them, to better understand what happened and how efficient and effective we have been. For example, this enables us to plan to respond effectively and efficiently to similar emergencies that occur in the future. By doing this we can place our fire engines and firefighters in areas that reflect where the demand is and at times when we know incidents are more likely to happen.

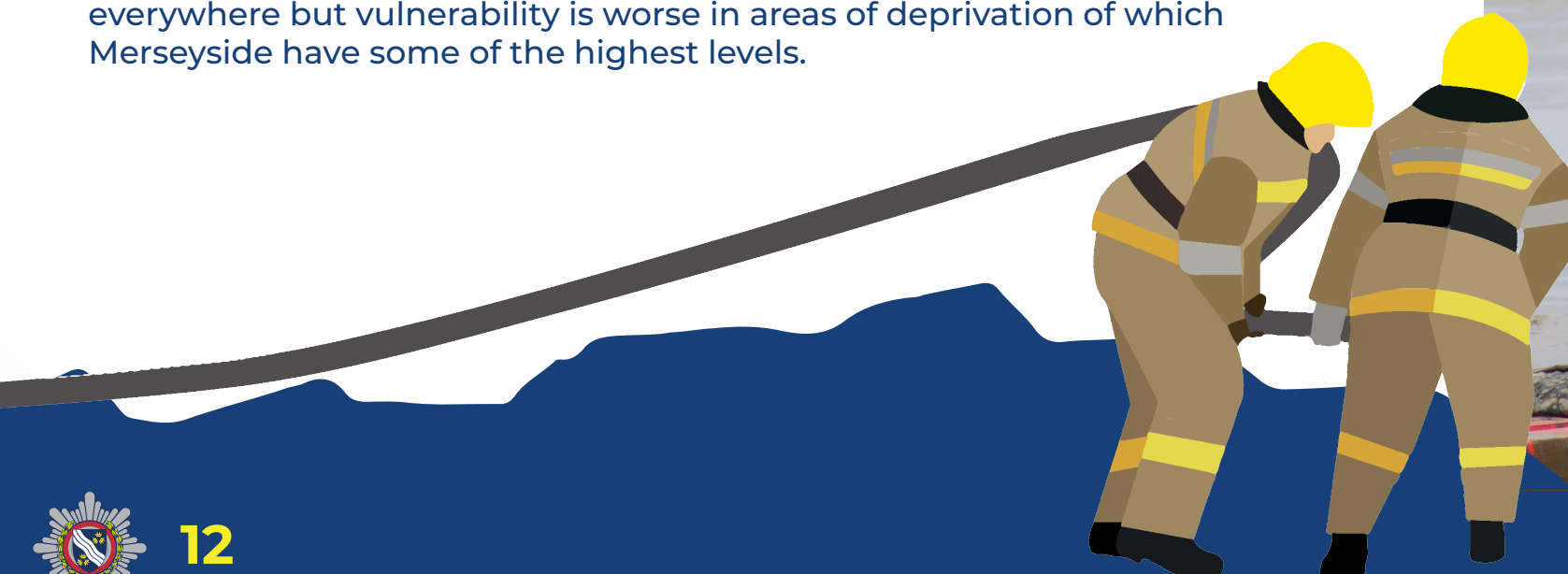
Vulnerability – we use information that we and other organisations collect to identify the types of people who would be most likely to have a fire or other emergency and who would be most likely to suffer harm. This could be because of personal characteristics such as age or illness, or something that might be related to where people live, work or visit such as high levels of deprivation. For example, we use this information to provide services, on our own and with others, to prevent and respond to fires and other emergencies.

Vulnerability can be anywhere on Merseyside so we need resources available everywhere but vulnerability is worse in areas of deprivation of which Merseyside have some of the highest levels.

Resources – like all organisations, MFRA has a set budget to spend on our staff (including our firefighters), our equipment and our services; we receive our money from grants from central government and Council Tax payments. When deciding how to tackle Risk, Demand and Vulnerability we also have to think about how we spend our budget to make sure we have the most positive impact on our communities. Our Medium Term Financial Plan includes more information, which you can find in the finance section of our website.

Consultation and Engagement – we speak and listen to the public about our plans before we write our CRMP, and we do this again before we publish the final Plan. We also consult our staff and other organisations that we work with and that have an interest in the services we deliver, such as Councils and the Police.

Listening to the people involved in our consultation and engagement events helps us understand what you expect of us. This has helped us decide which proposals to include in the following Plan. These proposals explain what we believe are the best ways to spend our budget to deal with the Risk, Demand and Vulnerability in Merseyside in the most efficient and effective way.



Risks in Merseyside

During preparation for the IRMP 2021-24 extensive work was completed around the National Security Risk Assessment (NSRA), to produce a Community Risk Register – on behalf of Merseyside Resilience Forum. This work was continued during planning for the CRMP 2024-27.

<https://www.merseysideprepared.org.uk/>

Through this work, we have identified six high impact incident types that we should focus on in Merseyside:

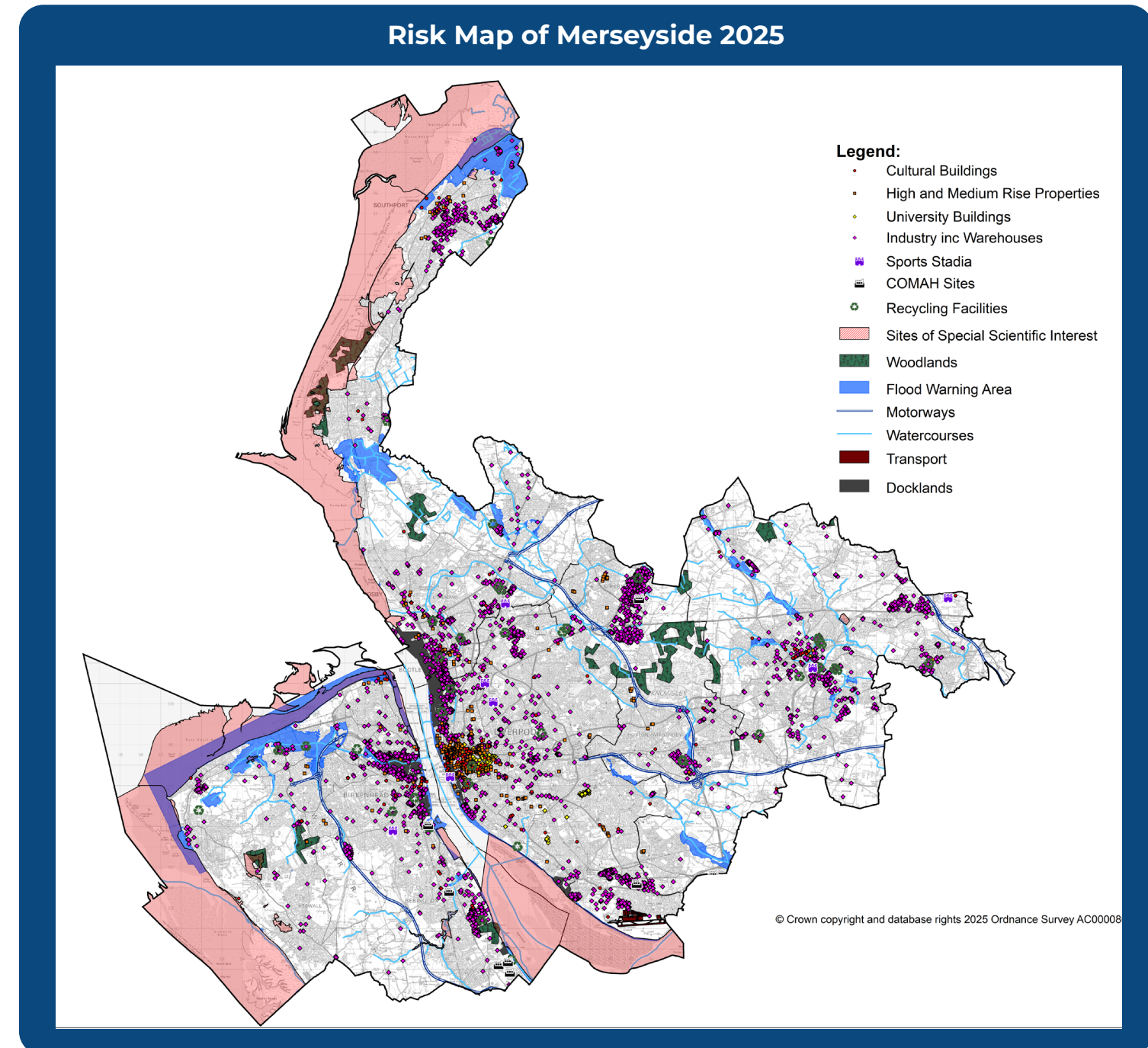
- Terrorist Related Incidents
- Marine Incidents
- Wildfire
- Flooding
- Fires in large buildings (High Rise)
- Fires at recycling and waste processing plants

These are the six high impact areas (identified using the NSRA and local community risk register) that we have established because of the impact they can have on the community and on our Service. They tend to occur less often, but take a large amount of firefighters and equipment to deal with them when they do happen, so we must be prepared for that.

This does not mean they are the only risks we are prepared for, as there are many other types of incidents that we plan for and respond to. These include air, road, rail, tunnels and heritage sites. Many types of incidents such as road traffic collisions and house fires are sadly much more common and part of our day-to-day work, even though we also work hard to reduce these.

These risks are factored in to our wider training and exercise programme. Other sections of the CRMP, including those about Vulnerability, Demand and Response provide more information about our plans for those types of incident.

Plotting these risks on a map of the Merseyside region allows us to identify where are risks are and place our resources to meet these risks, as illustrated in the map below.



There are areas on this map that are important to the infrastructure of Merseyside supporting the prosperity and heritage of the area. This includes some of our buildings, museums and galleries. We recognise the importance of our role in preserving these precious and valuable assets and what a loss they would be to the Liverpool City Region should an incident occur.

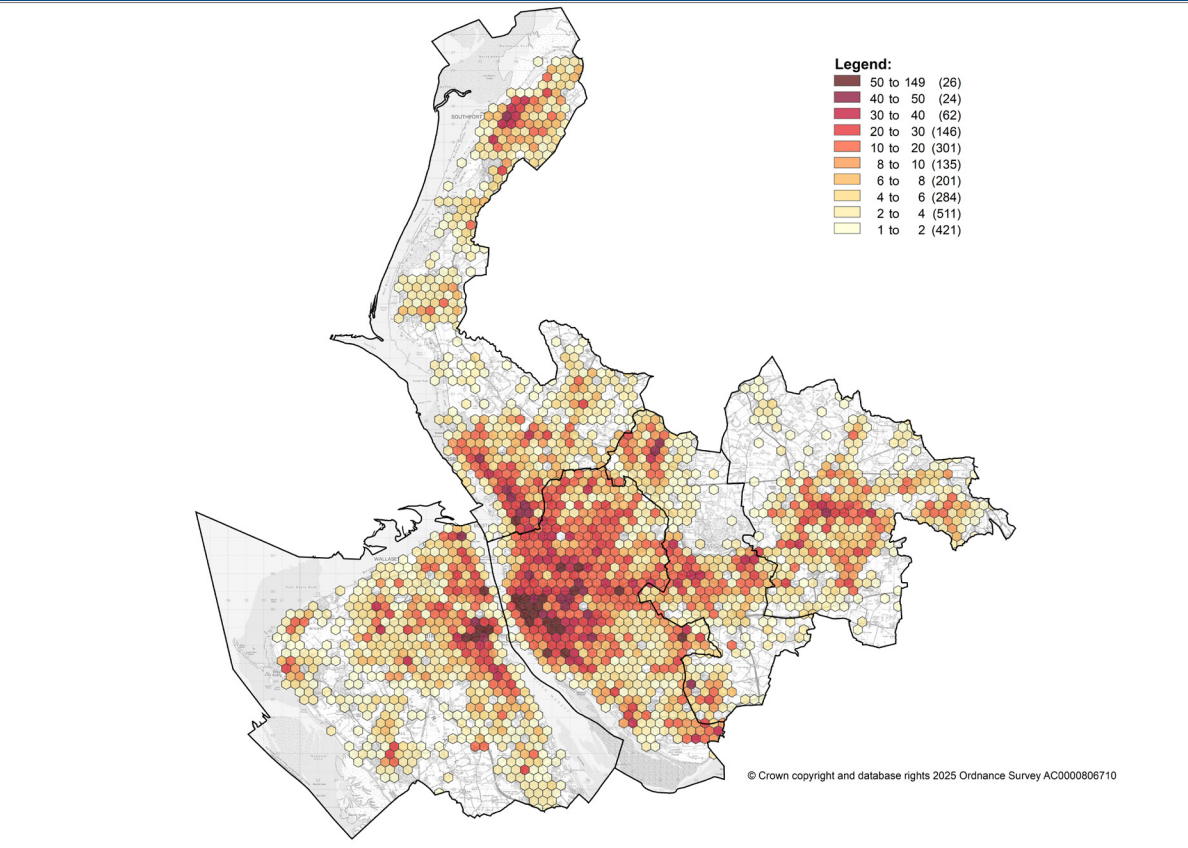
To ensure we can respond appropriately to these risks we will have operational plans for these places, ensuring we have the right people, with the right equipment in the right place at the right time.

Demand for our services

Knowing where emergency incidents happen helps us plan where we base our fire stations, fire engines (and other specialist equipment) and people.

The map below shows all incidents in 2024 and it shows that incidents aren't evenly spread across Merseyside:

Map Identifying Incident Density During 2024

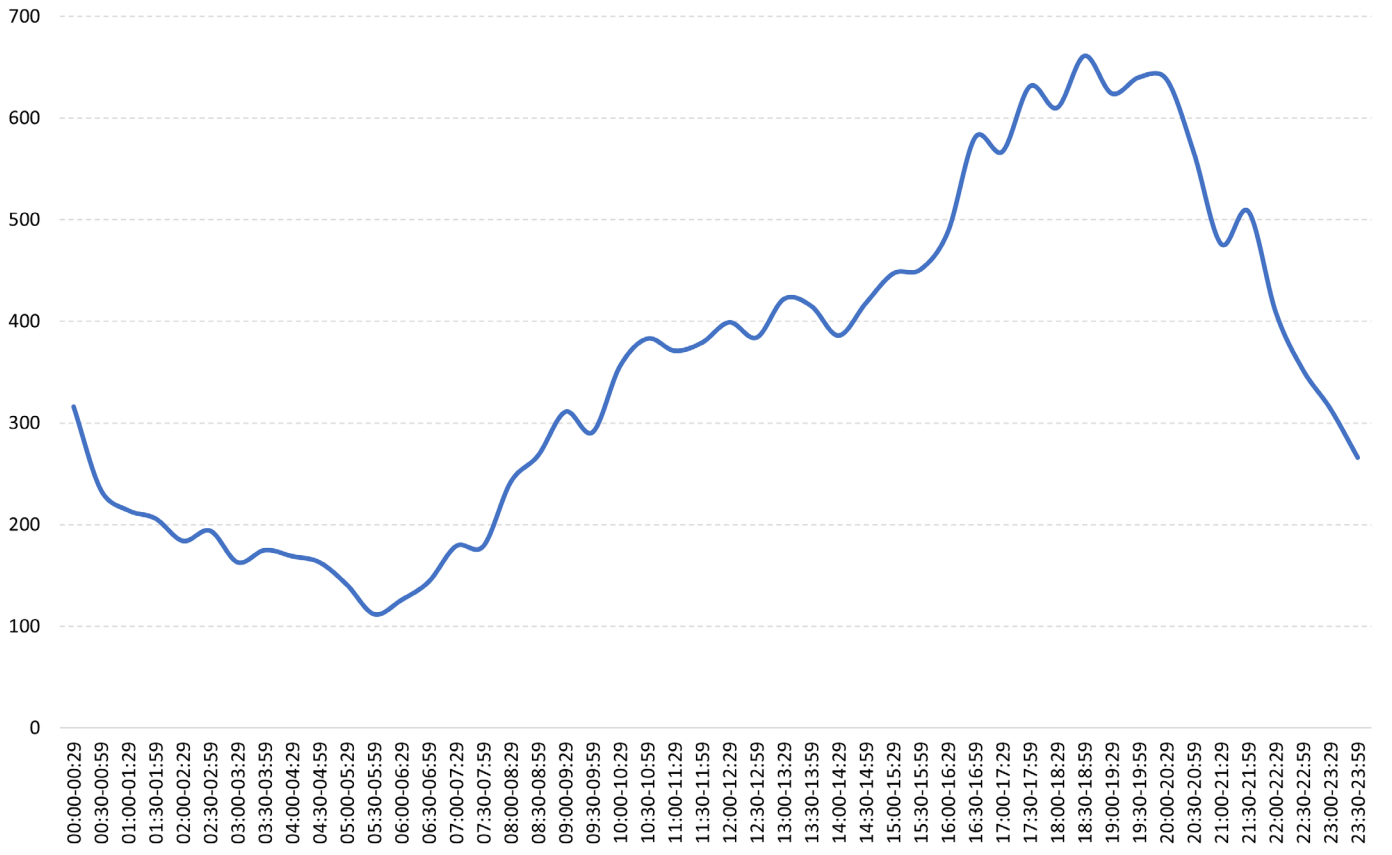


We also know that demand fluctuates between the day and night; crews are twice as busy during the day than at night. Using this knowledge, we make sure we have our fire engines, in the right place at the right time to respond.

All Incidents 2024 (Calendar Year)

	Day	Night	Total
Count	11121	6032	17153
Proportion	64.8%	35.2%	100%

All Incidents Attended by Half Hour Period During 2024 (Calendar Year)

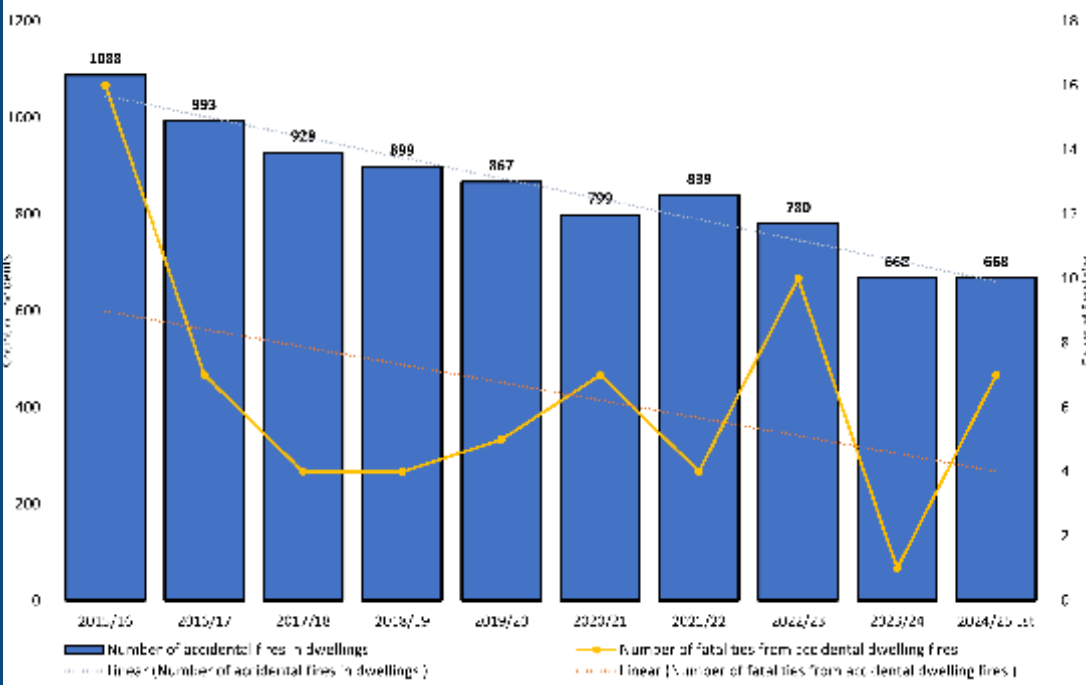


Vulnerability in Merseyside

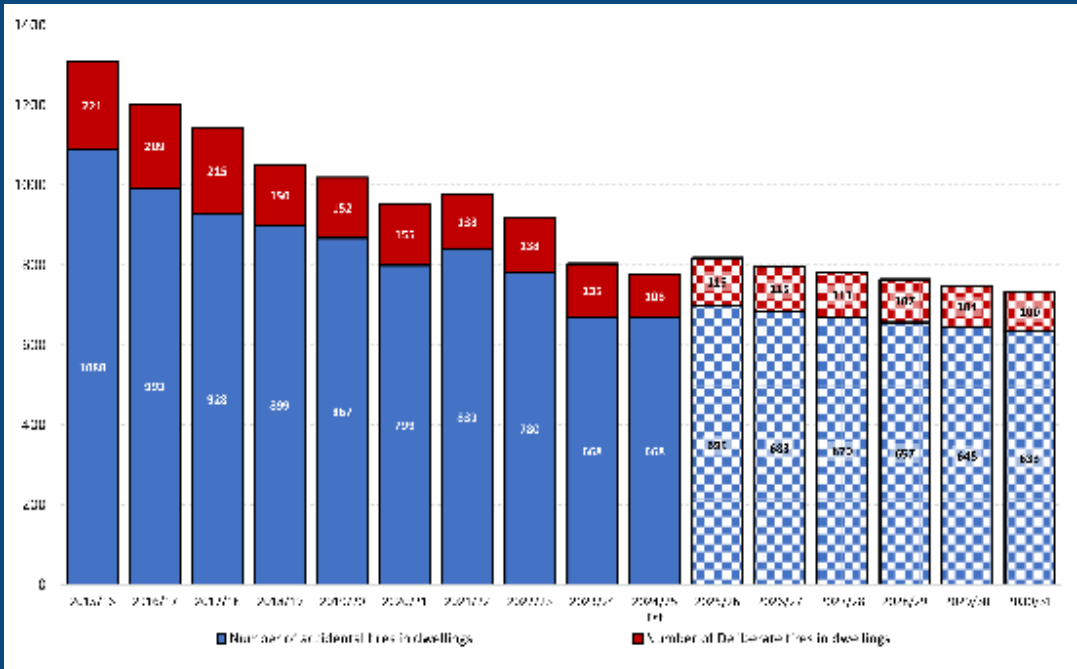
We also need to know where vulnerable people live to help us plan how to deliver our services to help prevent fires and other emergencies. We receive information about people aged over 65 from the NHS that we use to target our prevention services at this most vulnerable group of people and we work with other partner agencies too to help their vulnerable clients.

The graphs below show the success of our Prevention activities showing how the number of both deliberate and accidental dwelling fires have fallen and are projected to fall in the coming years. We also use this information to help us plan for the future.

Accidental Dwelling Fires and Fatalities Between 2015/16 & 2024/25

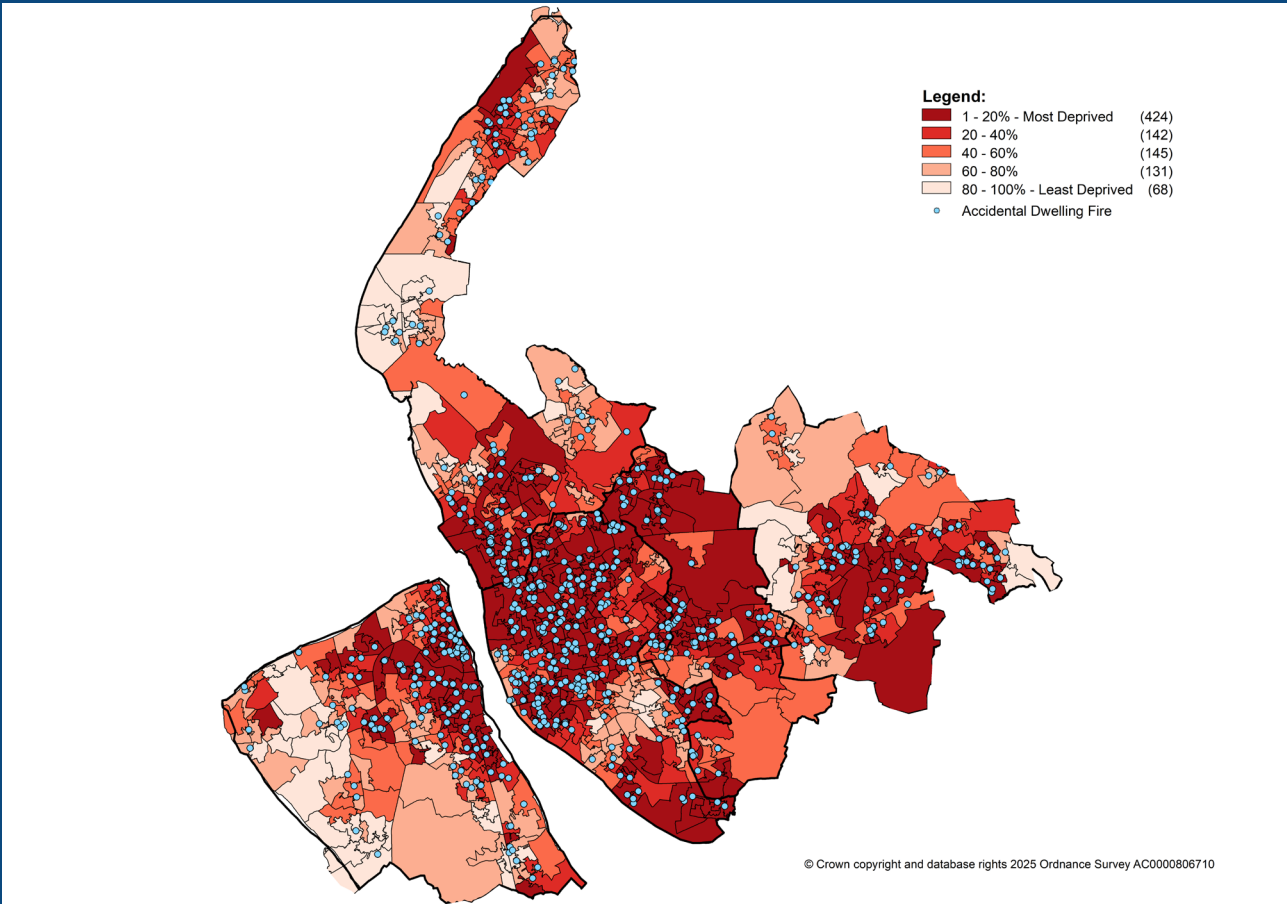


Accidental Dwelling Fires Actual and Projected



We also map deprivation and consider how deprivation and fires are connected.

Accidental Dwelling Fires Attended During 2024 in Relation to Deprivation (IMD 2019)



Through our plans we deliver activities and resources tailored to respond to local risk.

Our priorities become objectives in our Community Risk Management Plan, Functional and Station Community Risk Management Plans.

Details of these objectives are contained in Sections 5 and 6.

Our priorities support collaboration with partner agencies and we work together to make our communities safer and more resilient.

2.1 The services provided by the Fire & Rescue Authority

Around 1000 people are employed by Merseyside Fire and Rescue Authority at 21 Community Fire Stations, a Marine Rescue station, our Training and Development Academy, Headquarters, Fire Control and vehicle workshops.

Merseyside Fire & Rescue Authority provides the highest level of response to fires and other emergencies, as well as offering a range of services to reduce and respond to risk in our communities. We are a positive and bold organisation that is always looking to improve and provide the very best services possible to the public we serve. In the past we have had to deal with budget cuts and they challenged our ability to

continue to provide services to the community, but more recently we have been able to increase our fire engines and firefighters by being innovative and demand-led to help us use the money we have differently. Our new Community Risk Management Plan 2024-27 sees us build on that ambition to provide further protection to the people of Merseyside.

Our CRMP and Service Delivery Plan set out how we will tackle the risks to our communities.

The main aspects of the services we carry out are outlined:

Preparing for emergencies

It is important that Merseyside firefighters have the right training, equipment and information so they can respond safely and effectively to all types of emergency, working within a multi-agency command structure.

We consider all the foreseeable fire and rescue related risks that could affect our communities, whether they are local, national or international; from fires to terrorist attacks. Our Operational Preparedness department works alongside partners, such as local councils, the NHS, the Police and the Ambulance Service.

These organisations make up the Merseyside Resilience Forum which produces a Community Risk Register; this includes our plans to prevent and reduce the impact of risks that affect Merseyside and ensure MFRS (as a Category 1 Responder) is prepared for and can respond to any emergency.

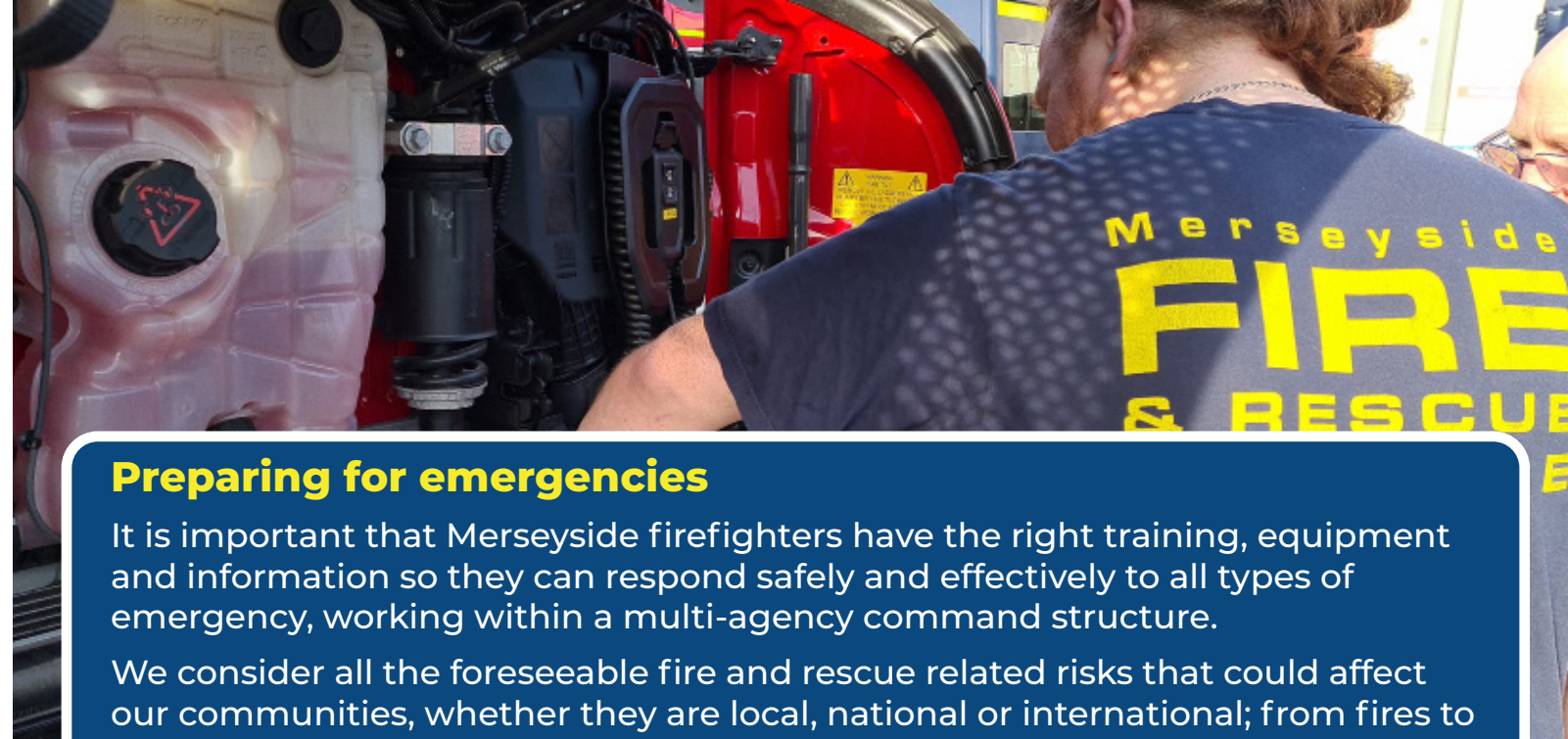
We work hard to enhance and develop firefighter safety and officer training for our highest risks; high rise incidents, terrorist attacks, marine response, emergency medical response, flooding and wildfire incidents.

We train and exercise for other types of risk too. This helps us adapt to an ever changing environment, whether that be locally, nationally or internationally to keep our teams safe and excel in a crisis. In 2024 we moved into our new Training and Development Academy, which as well as providing the best of facilities for our own staff, allows us to offer exceptional training opportunities to other organisations based in the UK and internationally.

We also work with partners, including the Merseyside Resilience Forum and Safety Advisory Groups to prepare for major events across Merseyside and we make sure we have good arrangements in place so we can continue to operate when an event such as a major power cut or pandemic affects us. We must have these business continuity arrangements under the Civil Contingencies Act 2004. This helps us provide our services no matter what happens.

We also make sure we have the right vehicles and equipment to help keep staff safe and to respond to and deal with incidents effectively. We research what is new on the market to keep our vehicle fleet and equipment up to date.

Our approach to preparing for incidents, as well as the way we respond, has resulted in us being judged as Outstanding by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services for the way we respond to major incidents for each of our three inspections, the only fire and rescue service to achieve this.



Responding to emergencies

Our twenty two fire stations (including the Marine Rescue Unit) housing our firefighters, marine rescue staff, fire engines and equipment are strategically placed across Merseyside, and our Control room is based at our headquarters. Together they provide our operational response. The stations are staffed using a variety of shift patterns (working arrangements) to make sure we can provide an effective and efficient response to any incident. Information about our shift patterns can be found in the following sections.

Our specialist stations, introduced as part of our 2021/24 Integrated Risk Management Plan, provide an enhanced response to high impact incidents such as wildfires and hazardous materials, marine and water incidents. We plan to build on these specialisms during the next three years.

All stations are ready to respond to protect the people of Merseyside 24 hours a day, seven days a week. Each fire station is staffed by professional firefighters, trained to the highest standards for dealing with incidents, providing community fire safety advice and equipment, inspecting water supplies and gathering risk information. Firefighters complete a 16-week intensive initial training course, a two-year apprenticeship programme and then continually train, refresh and update their skills throughout their career.

Good management of health and safety is an important part of how we work and ensure the health, safety and welfare of all employees and any members of the public that may be affected by what we do (in accordance with the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999). We also manage and monitor performance, ensure our procedures are correct and effective and carry out investigations following incidents, accidents and other events so we can learn from them and improve our response to incidents and other events in the future.



Lead Authority for National Resilience

National Resilience is a shared responsibility between central and local government. National Resilience provides specialist equipment and skilled staff to enhance the ability of the fire and rescue service sector to respond effectively to large-scale or critical incidents. Those incidents may be natural, such as flooding or wildfire, or industrial accidents, building collapses or terrorist attacks.

Merseyside Fire and Rescue Authority has been working for the Ministry of Housing, Communities and Local Government (MHCLG) as the lead authority for the coordination and management of National Resilience since 2016. This nationally important responsibility is overseen by our Chief Fire Officer as the National Fire Chief's Council National Resilience Strategic lead and our Chief, Deputy and Assistant Chief Fire Officers are National Strategic Advisors for large and complex incidents nationally.

MFRS are responsible for the assurance of National Resilience (NR) we ensure that MFRS and other Fire and Rescue Services can use the equipment provided by central Government efficiently and effectively. This responsibility also includes the coordination and delivery of NR training, the management of the maintenance contract for all national assets (vehicles and equipment) to ensure that National Resilience is always fit for purpose and ready for deployment to serious, significant or catastrophic incidents when requested through MFRS National Resilience Fire Control.

Assurance is provided by the National Resilience Assurance Team (NRAT), made up of fire and rescue service officers from around the UK. They are one of several functions that support the National Coordination and Advisory Framework (NCAF), which allows decision makers, locally and nationally to receive clear operational advice on how best to manage large scale emergencies, and in collaboration with National Resilience Fire Control, are responsible for the mobilisation, co-ordination and monitoring of National Resilience (NR) assets.



The following specialist capabilities (which can be vehicles, equipment and people) are managed by NRAT and located around the country based on risk:

- Enhanced Logistics Support (ELS)
- Chemical, Biological, Radiation and Nuclear (CBRN(e))
- Flood Response
- High Volume Pump (HVP)
- Urban Search and Rescue (USAR)
- Marauding Terrorist Attack Specialist Response (MTA)
- Wildfire

We also play a vitally important role in international emergencies as the lead fire and rescue service for the coordination and deployment of the UK International Search and Rescue (UK ISAR) team, which in 2023 alone, took part in the international response to large scale natural disasters in Türkiye, Malawi and Morocco. We are very proud of this international role and in late 2023 UK ISAR was recognised as a world leader and the highest performing INSARAG Classified Heavy USAR team worldwide.



Preventing fires and other emergencies

Our prevention activities focus on safety:

- In the home
- On our roads
- In the community, including reducing arson
- In and around water

Some of the most important services that we provide help prevent fires in people's homes. This includes a range of activities managed by our Prevention department and provided in a variety of ways.

Firstly, our Home Safety Strategy which includes our Home Fire Safety Check. Each year our fire crews carry out 50,000 of these checks which are targeted at people who live in more deprived areas and are over the age of 65. We know this means that we are reaching people who are most vulnerable from fire. We also deliver 10,000 Safe and Well Visits through our specialist Prevention Advocate teams. The Safe and Well Check

provides home fire safety advice and also lets us focus on health and lifestyle factors that we know make some people more at risk of dying or being injured in a fire. We work closely with partners so we can link them to the people who are most vulnerable and who need their support. By doing this, we make every contact count.

Important to our Prevention activity is our communications plan which helps us talk to our communities through social media and other media outlets, directing people to online Home Fire Safety Checks and offering other crucial community safety information. We work in real time, which means that when we see an increase in particular incident types (such as fires linked to the cost of living) we can provide specific information for the public at short notice to keep people safe from fire.

Our approach to home safety has been at the vanguard of our prevention work for many years and it has resulted in a significant reduction in fires, deaths and injuries in the home.



To emphasise this point, house fires in England and Wales have reduced by 16% in the last ten years, but in Merseyside we have seen a 32% reduction. We share learning and best practice across the country and this is one of the main reasons we have been given an Outstanding judgement for preventing fires in all three of our inspections by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services.

Supporting the broader Prevention Strategy, our Community Safety plans help us to reduce arson and other deliberate fires, improve road and water safety and set out how we work with young people. We work across Merseyside, in the most challenging places, to develop and deliver a number of early interventions and development programmes to help young people. We also have member of staff working full time in the Merseyside Violence Reduction Partnership, which supports early intervention and youth education for the whole of Merseyside, with the aim of reducing anti-social behaviour and fire setting. We also have a strong focus on safeguarding, influencing nationally and making sure that our staff know how to spot safeguarding issues and take the correct action to protect people.

Our plans help us to be clear on what we will do to prevent fires and other emergencies and they are based on a range of local, regional and national data. Our targeted, risk-based approach prioritises people and communities that are most vulnerable. More recently, we have been looking at how we can

broaden the advice we give, using risk information to warn people who live in areas where there is a risk of flood or wildfire and help them become more resilient.

We also want to make every contact count and we are connected to what local councils, other emergency services and partner organisations are planning, to make sure we contribute to campaigns and make the best use of our own staff and resources to improve people's lives in as many ways as we can. We consult with key stakeholders and evaluate our plans so that we know we are reaching the right people in the right places. Sharing our knowledge and understanding of risks in Merseyside and working in partnership with other organisations also increases our efficiency and effectiveness in the use of resources to help us improve safety for the communities of Merseyside.



Protecting people and buildings from fire

We improve safety in the communities of Merseyside by reducing risks and incidents in the built environment. We do this by educating and engaging with those responsible for making sure buildings are maintained to legal standards and by using the Fire Safety Order and other legislation to take legal action when those standards fall below legal requirements. We are also responsible for enforcing in areas associated with petroleum and explosives to further reduce the risk of fires and explosions.

We use local and national data and intelligence to help us identify the premises most at risk from fire. This helps us create our risk-based inspection programme which is the list of premises that we will inspect over a given period. We plan and adapt to the diverse and changing needs of the community, making sure that services are available to all in a way that meets

their needs. This helps us to reduce the impact of fire in our communities, keeps our firefighters safe and protects our heritage and the environment.

We work with other fire and rescue services and organisations such as local councils, the Care Quality Commission and Merseyside Police to deliver our services. This can also involve formal arrangements such as the Primary Authority Scheme (PAS) or the Liverpool City Plan. Our Fire Engineering Team work with local councils to ensure that buildings and the people who use them are protected from the effects of fire. The impact of the Grenfell Tower fire in 2017 continues to influence the fire and rescue service sector. We have implemented measures in response to recommendations from the inquiry and work closely with the Building Safety Regulator and our combined authority partners to ensure the safety for all in our communities.



Our People

We are proud of the community we come from and represent and it is really important to us that we create a safe place for people to live, grow and thrive. We recognise that each and every one of us plays a part in making Merseyside Fire and Rescue Service a great and successful place to work.

We understand that our people help us achieve our Vision, Purpose and Aims through commitment to our organisational values and behaviours and we know that it's vitally important that our people are able to achieve their potential, give their best at work and are listened to and valued for their contribution.

We are committed to participation, openness to learning, equity and fairness, informed choices, shared ownership and creating a place where people belong.

We work with community groups, schools and colleges taking a positive action approach to recruitment and promotion to encourage applications from people who might not usually think of working for Merseyside Fire and Rescue Service as a career for them.

You can read more in our People Plan 2024-27 which includes details about our leadership journey and cultural action plan, but some highlights that directly impact on this Community Risk Management Plan include how we make sure firefighters are competent to carry out their role and what we are doing to make sure we consider the wellbeing of our staff and keep them safe from contaminants at incidents.

3.1 Our finances

Merseyside Fire and Rescue Authority has an excellent record of budget management, whilst continuing to deliver outstanding services. Securing three 'Outstanding' judgments for its work preventing fires and risk, its response to significant incidents, and for making the best use of its resources during its last inspection.

Our money comes from grants from Central Government, Local Business Rates and Council Tax payments and we make decisions on what we spend based on the Risk, Demand and Vulnerability of our communities. As we do that, we make sure that we provide value for money for the people of Merseyside.

Like other public services we have faced financial challenges over the years, with budget reductions totalling 50% in real terms leading to us having to reduce firefighter numbers from over 1000 to 620 and fire engines from 43 to 26 between 2009 - 2019.

But we have always made sure we provide the best services, including a very fast response to emergencies. In recent years we have made some bold decisions that have allowed us to increase the number of firefighters to 642 and our fire engines to 32, and we are going further in our current Community Risk Management Plan (CRMP).

The 2025/2026 Budget continues to build on that strong foundation with further prudent investment in the Service being proposed, leading to:

- Increase in fire engine/appliance availability from 32 to 34, enhancing the Authority's resilience and response to foreseeable risk (specialist response),
- Increase in investment in training and assurance (competency) given the Grenfell Tower Phase 2 report, Personal Protective clothing, bespoke equipment and consumables,
- Improved ICT facilities,
- Increased investment in properties, including further station refurbishments to ensure they are welcoming and well managed (contaminants risk).





Our Medium-Term Financial Plan (MTFP) sets out how we will deliver our services and we carry out prudent financial management by managing our resources efficiently, economically and effectively. We have been judged as Outstanding for making the best use of resources by our Inspectorate who said:

“The service’s financial and workforce plans, including allocating resources to prevention, protection and response, continue to be consistent with the risks and priorities it has identified in its IRMP. All the service’s functions have enough people, equipment and budget provision to make sure that it achieves the aims and objectives set out in its IRMP.”

The Authority will always prioritise the allocation of resources to frontline services to increase firefighter and fire engine availability and to target Prevention and Protection, to provide the best services we can across Merseyside. While there is no room for complacency, the investment the Authority has made in the Service in recent years allows us to deliver our Vision to be the best fire and rescue service in the UK - One team, putting its communities first.

You can read more about our spending plans in our updated Medium Term Financial Plan which covers a five-year period from 2025/2026 to 2029/2030. You can read more about this in the finance section of our website.

The CRMP is the key document that helps us to decide how we spend our budget and the MTFP reflects the allocation of resources necessary to deliver the CRMP and provide our other services too.

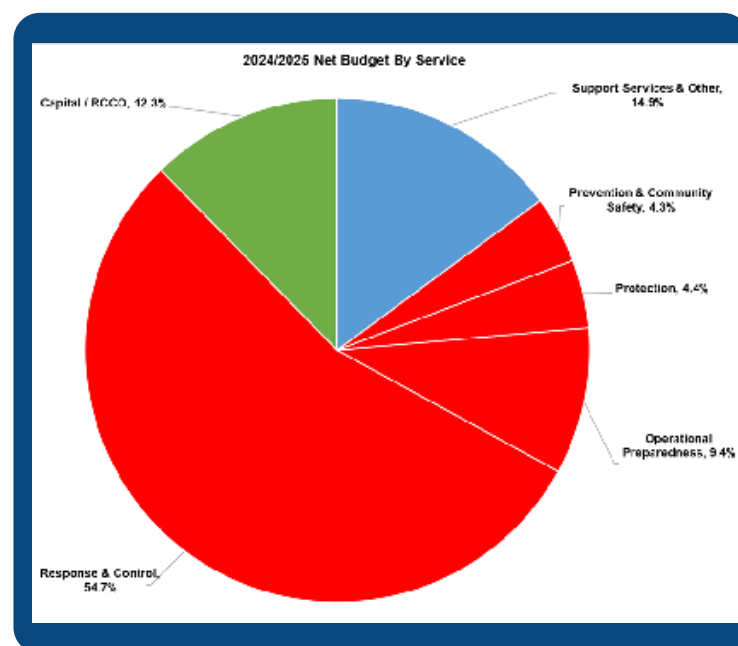
The pie chart below shows that:

- Most expenditure, 54.7%, is allocated to emergency and specialist response;
- In addition, 9.4% goes on preparing for emergencies (Operational Preparedness);
- 8.7% on Protection (legislative fire safety), Prevention and Community Safety.

Therefore, 73.2% of all expenditure is allocated to “front line” services (which includes Prevention and Protection).

The 10.5% allocated to capital costs relates mainly to previous investment in “front line” assets, fire stations, vehicles and equipment.

The remaining 16.3% is allocated to our wider team including support services. These enable “front line” services to be delivered and secure value for money in the achievement of our vision and aims.



4.1 Performance Indicators

Performance indicators measure areas of performance that are important to us and they help us understand how well we are serving our communities. They help managers to manage and react to changing situations to ensure we are achieving our objectives. Targets are set at the beginning of the year using, where possible, five years’ historical performance data and professional judgement to ensure trends are analysed and taken into account to give accurate and achievable performance targets.

We review our Performance Indicators every year to ensure that they are still relevant for the organisation. The way performance indicators are monitored and reported is divided into four strands:

- **Key Performance Indicators (KPI) – Summary Indicators – Reported to Authority**
- **Key Performance Indicators – Outcome indicators (e.g. Reduction in fires and other incidents) - Reported to Authority**
- **Tier 1 Local Performance Indicators – Outputs (e.g. Number of home fire safety checks) – some minor outcomes – Reported to Performance Management Group**
- **Tier 2 Local Performance Indicators – lower level outputs – Reported to Function and Station Management Teams**

Reporting of performance against KPIs is presented at Authority meetings using a traffic light system to update Authority members on the performance against targets set for the year. These reports focus on KPIs but also illustrate performance from related Tier 1 and 2 indicators. Other performance data can be requested by members of the public by emailing foiteam@merseyfire.gov.uk

For 2024/25, targets will be set for KPIs (outcome indicators) and a number of LPI’s which require an outcome such as the number of Home Fire Safety Checks, Simple Operational Fire Safety Audits and Site Specific Risk Risk Information (SSRI) visits completed and achieving the targets will be managed locally on station on an annual basis.

Where there is no target the status is shown as ‘Quality Assurance’. These are Performance Indicators where we either do not want to reduce numbers, or are unable to influence this incident type, such as some types of Special Service calls. Many are related to assisting partner agencies such as the Police and the Ambulance Service, particularly related to providing assistance and helping them enter buildings. Incident types we can influence such as road traffic collisions and water rescue incidents exist as separate indicators. Performance Indicators have been recorded in themed groups for reporting to the Authority.



4.2 Performance for 2024/25

	Benchmark Key Performance Indicators	Performance 2023/24	Target 2024/25	Estimated Performance 2024/25	Status
TO00	Total number of emergency calls received	20054	Quality Assurance	20564	Quality Assurance
TC01	Total number of incidents attended	17335	19382	17209	On target
TC02	Total number of fires in Merseyside	5360	7067	4945	On target
TC03	Total number of ^primary fires attended	1654	1881	1625	On target
TC04	Total number of secondary fires attended	3706	5186	3321	On target
TC05**	Total number of special services attended	5158	Quality Assurance	5247	Quality Assurance
TC06	Total number of false alarms attended	6817	6774	7017	Target missed
TR08*	Attendance standard – first attendance of an appliance at a life risk incidents in 10 mins	95.88%	90.0%	96.03%	On target
TD09	The % of available shifts lost to sickness absence, all personnel	4.34%	0.04	4.31%	Target missed
TE10	Total carbon output of all MFRS buildings	51.4	65	49.5	On target
Fires in the home					
DC11	Number of accidental dwelling fires	668	789	693	On target
DC12	Number of deaths in accidental dwelling fires	1	6	8	Target missed
DC13	Number of injuries in accidental dwelling fires attended	52	65	70	Target missed
DC14	Number of deliberate dwelling fires in the home (in occupied properties)	119	122	96	On target
DC15	Number of deliberate dwelling fires in the home (in unoccupied properties)	16	18	12	On target
DC16	Number of deaths in deliberate fires in the home	0	1	0	On target
DC17	Number of injuries in deliberate fires in the home	7	10	6	On target

^Primary fires involve an insurable loss and includes all property related fires, or large scale secondary fires where five or more appliances are in attendance.

* To respond to life risk incidents within 10 minutes on 90% of occasions. Our attendance standard is measured from the time the fire appliance is alerted to an incident to the point that it books in attendance.

**Some Special Service attended generate income such as lift rescue and effecting entry. This indicator includes a wide range of different incident types including road traffic collision, water rescue, flooding, animal rescue, assisting the police, rescues from height etc. We are not always in a position to influence a reduction in some of these incident types and this is reflected in our targets where we will class some Special Services as 'Quality Assurance' and not set a target unless we are in a position to influence reductions in incident types.

	Within 10% of target
	Target achieved
	10% worse than target

	Key Performance Indicators	Performance 2023/24	Target 2024/25	Estimated Performance 2024/25	Status
Fires in non-domestic properties					
NC11	Number of deliberate fires in non-domestic properties	41	44	29	On target
NC12	Number of accidental fires in non-domestic properties	158	154	125	On target
Small, vehicle and antisocial behaviour fires					
AC11	Number of deliberate vehicle fires attended	242	332	220	On target
AC12	Number of accidental vehicle fires attended	199	201	240	Target missed
AC13	Number of deliberate anti-social behaviour fires (small)	2377	3307	2316	On target
AC14	Number of accidental small fires attended	1329	1879	1005	On target
AC15	Number of 'other' primary fires attended	211	221	210	On target
Road traffic collisions					
RC11	Number of road traffic collisions (RTC) attended	766	Quality Assurance	709	Quality Assurance
RC12	Number of injuries in road traffic collisions attended	275	Quality Assurance	246	Quality Assurance
RC13	Number of fatalities in road traffic collisions attended	10	Quality Assurance	4	Quality Assurance
RC14	New: Number of killed & seriously injured (KSI) in RTCs across Merseyside. <i>Based on partnership data</i>	490	Quality Assurance	392	Quality Assurance
RC15	New: Number of KSIs affecting 16-21 age group - <i>Based on partnership data</i>	59	56	49	On target
False alarms					
FC11	The number of false alarm calls due to automatic fire alarm equipment in Non-Domestic properties	545	516	598	Target missed
FC14	New: The number of false alarm calls to due smoke alarm actuation in Domestic Properties where Call Source is an Alarm Receiving Centre	2564	2729	2393	Target missed
FC13	Total number of false alarms attended discounting False Alarm Good Intent	3214	Quality Assurance	3123	Quality Assurance
FC22	Number of Malicious False Alarms attended	105	150	133	On target
FC23	Number of False Alarm Good Intent attended	3603	Quality Assurance	3891	Quality Assurance
Staff sickness and injuries					
WD11	% of available shifts lost to sickness absence per wholetime equivalent Grey book (operational) personnel	4.71%	4%	4.63%	Target missed
WD12	% of available shifts lost to sickness absence per wholetime equivalent Green and Red book (non uniformed) personnel	3.78%	4%	3.86%	On target
WD13	Total number of operational staff injuries	43	51	29	On target

	Within 10% of target
	Target achieved
	10% worse than target



Comments on performance indicators that have achieved their target

TC03 Total number of primary fires: The number of primary fires (1625) attended during 2024/25 is less than in 2023/24 (1654) and is 256 under the annual target (1881). Primary fires involve an insurable loss and include all property related fires, or large scale secondary fires where five or more appliances are in attendance.

TR08 Attendance Standard – first attendance of an appliance at a life risk incident in 10 minutes: Fire crews continue to achieve our Attendance Standard, which is to respond to life risk incidents within 10 minutes on 90% of occasions. They achieved this on 96.0% of occasions, well above the target.

DC11 Number of accidental fires in the home: Estimated performance for 2024/25 (668) shows a minor increase in accidental fires in the home when compared to 2023/24 (668), however the performance for 2024/25 is still below the target of 789. This performance reflects the continued success of our Home Safety Strategy. We continue to carry out home visits for people at a higher risk from fire and carry out home safety campaigns to reassure people after serious fires.

TC02 Total number of fires attended: The total number of fires attended this year (4945) is a reduction on 2023/24 when 5360 fires were attended; a reduction of 415 fires. Although the 2024 bonfire period was the busiest since 2016 with 357 ASB fires attended, good performance for the remainder of the year ensured performance remained positive.

Comments on estimated performance indicators where the target has not been achieved

DC12 Number of deaths in accidental fires in the home: During 2024/25 there were sadly 8* fatalities in accidental fires in the home. The 8 deaths represent an increase on 2023/24 where a single death was recorded, the lowest figure ever. Merseyside Fire & Rescue is reviewing it's prevention targeting practices using health service data to identify the very highest risk people and households.

AC12 Number of accidental vehicle fires attended: The analysis of data relating to this type of incident has not revealed any obvious trends with the vehicles affected (for example; manufacturer, model and fuel type, including electric vehicles). Though there are no obvious trends in the data, MFRS remain vigilant should a consistent pattern appear.

TD09 % of available shifts lost to sickness absence, all personnel: Sickness absence is estimated at 4.31%, which exceeds the target of 4% for all staff. We work hard to manage staff absence and help people get back to work and have found this year that waiting lists for treatment have had an impact on people's ability to return to work.

*Please note that fire deaths are based on coroners verdict and are as such subject to change following an inquest

4.3 Key performance indicators for 2025/26

KPI Ref	Description	Proposed target 2025/26
Summary/Benchmark Key Performance Indicators		
T000	Total number of emergency calls received	Quality Assurance
TC01	Total number of incidents attended	18717
TC02	Total number of fires in Merseyside	6117
TC03	Total number of primary fires attended	1828
TC04	Total number of secondary fires attended	4289
TC05	Total special service calls attended	Quality Assurance
TC06	Total number of false alarms attended	7022
TR08	Attendance standard – first attendance of an appliance at all life risk incidents in 10 mins	90%
TD09	The % of available shifts lost to sickness absence per head, all personnel	4%
TE10	Total Carbon Output of all buildings	65
Fires in the home		
DC11	Number of accidental fires in the home	758
DC12	Number of fatalities from accidental fires in the home	6
DC13	Number of injuries from accidental fires in the home	65
DC14	Number of deliberate fires in the home in occupied properties	122
DC15	Number of deliberate fires in the home in unoccupied properties	18
DC16	Number of deaths occurring in deliberate fires in the home	1
DC17	Number of injuries occurring in deliberate fires in the home	8
Fires in non domestic properties		
NC11	Number of deliberate fires in non-domestic properties	39
NC12	Number of accidental fires in non-domestic properties	146

5.1 Community Risk Management Plan 2024/27

In October 2024 we published our new CRMP following 12 weeks consultation during Spring and Summer 2024.

In our new Plan we are proposing to continue to build resources back into the Service to allow us to deliver even better prevention, protection and response service to the people of Merseyside. Our proposals are summarised below.

- Increasing our fire engines from 32 to 34
- Reintroducing a small fires unit to attend lower risk incidents
- Protecting our fire engine availability for life risk incidents
- Enhancing water rescue capability
- Planning for and responding to the challenges presented by alternative fuels
- Enhancing the way we mobilise our fire engines
- Further improving Control room technology
- Using our Watch Managers differently to increase effectiveness
- Educating communities about wildfire and flood risks in their area
- Continuing to assist the Ambulance Service
- Targeting prevention work at people at highest risk, including in sheltered accommodation
- Introducing a new framework for fire safety related enforcements and prosecutions
- Providing national and international training at our new Training and Development Academy
- Working with the (MHCLG) on the programme to refresh the current National Resilience assets
- Working towards achieving Net Zero by 2040



KPI Ref	Narrative	Proposed Target 2025/26
Small, vehicle and anti-social behaviour fires		
AC11	Number of deliberate vehicle fires in Merseyside	291
AC12	Number of accidental vehicle fires attended	Quality Assurance
AC13	Number of deliberate anti-social behaviour small fires in Merseyside	2846
AC14	Number of accidental small fires attended	1443
AC15	Number of 'other' primary fires attended	223
Road Traffic Collisions		
RC11	Total Number of Road Traffic Collisions (RTCs) attended – Based on MFRS attendance data	Quality Assurance
RC12	Number of injuries in RTCs attended - Based on MFRS attendance data	
RC13	Number of fatalities in RTCs attended - Based on MFRS attendance data	
RC14	New: Number of people killed and seriously Injured in RTC's across Merseyside Based on Partner RTC data	
RC15	New: Number of KSI's affecting 15-20 age group Based on Partner RTC data	56
False Alarms		
FC11	The number of false alarm calls attended due to automatic fire alarm equipment in Non-Domestic property	565
FC12	New: The number of false alarm calls to due smoke alarm actuation in Domestic Properties where Call Source is an alarm receiving centre	2485
FC13	The number of false alarm calls attended, discounting false alarm good intent.	Quality Assurance
Staff injuries and sickness		
WD11	% of available shifts lost to sickness absence per wholetime equivalent Grey book (operational) personnel	4%
WD12	% of available shifts lost to sickness absence per wholetime equivalent Green and Red book (non uniformed) personnel	4%
WD13	Total number of operational staff injuries – on duty	51





5.2 Functional Plans 2025/26

Functional Plans are produced by each of our main departments. We mainly use them for internal planning but include the key deliverables as actions in this Service Delivery Plan. In the Plan they introduce the Function and its role within MFRS, review progress against their key deliverables for the previous year and identify their priority actions for the next year. CRMP objectives and HMICFRS inspection areas for improvement are addressed as action points in the Functional Plans, where relevant.

Function heads also identify what their Function will require in terms of finance, engagement and consultation, corporate communications, ICT, equipment and training to ensure key deliverables are achieved.

Each Functional Plan has an Equality Impact Assessment (EIA) completed. This EIA describes if, and how, the Functional Plan will impact on staff and members of the public, both negatively and positively, taking into account the ten protected characteristics (age, sex, race, disability, religion and belief, gender reassignment, marriage and civil partnership, pregnancy and maternity, sexual orientation and, specific to MFRS, socio-economic disadvantage).

Each Function head reports regularly on their Functional Plan. These updates are included in a report to the Fire and Rescue Authority (or one of its committees) on a quarterly basis and are published on our website.

Relevant actions are also incorporated into individual Station Plans. They are used to identify priorities for all fire stations and also actions that are unique to a specific station area.

General Priorities

Within this Service Delivery Plan Merseyside Fire and Rescue Authority will aim to deliver safe and effective services across Merseyside; delivering services of the highest quality and at an affordable cost, offering the very best value for the communities we serve. The services delivered will reflect our values and the risks, demands and vulnerabilities within our diverse communities and include activity drawn from our CRMP including collaboration with partner agencies to deliver excellent service, planning for emerging risks and responding to incidents. The actions from our Functional Plans for 2025-26 are included in the Service Delivery Plan actions at section 6.1.

Reducing Exposure:

We will continue to enhance procedures in line with the most current research, information and preventative 'best practice' measures.





5.3 Station Plans 2025/26

Station Plans are local plans developed and owned by community fire and rescue station staff working with Station Managers and partners. The plans reflect local risks and priorities and set out how the fire station and district based staff will improve outcomes in their communities.

Station Objectives

The station objectives are drawn from our corporate aims and the risks identified by ourselves and partners who work within the fire station area. We hope to deliver local services that make a real difference to the communities we serve with the support of our partners, making the area a safer and healthier place to live, work or visit.

Station Actions

The staff based at the fire station will deliver a range of response interventions that are designed to mitigate life risk or harm from fire, road traffic accidents and water incidents. Additionally, they will work to ensure properties, the environment and businesses are equally protected. Whilst the station staff will deliver excellent response they will also engage in actions that will reduce the occurrence of such incidents through prevention activity, education, risk assessment, planning and training.

Community Impact Fund

The Service has committed funding that will allow each fire station to deliver events and initiatives in their communities to help achieve their objectives for the station area. They can, if they wish, do this with other stations and departments in MFRS, involving external partner organisations in collaborative initiatives if appropriate.

Station Plan on a Page

Following consultation with stakeholders, each fire station has a bespoke Station Community Risk Management Plan.

Station output targets for 2025/26 are:

SSRI (Site Specific Risk Information) Level 3,4,5	Home Fire Safety Checks	Safe & Well Visits	Community Risk Management Route Waste & Fly Tipping	Prevention Campaigns	SOFA (Simple Operational Fire Safety Assessments)	Off Station Exercises	Community Events
868	50,006	30,004	768	264	2,240	42	42

These targets might not be split equally between all the fire stations as some station areas will have more business properties, whilst other areas might have more homes for example, but together, the fire stations will achieve the targets set. Individual station plans for 2025-26 are appended to this Plan.



6.1 Service Delivery Plan Actions 2025/26

As explained in the section 5.3, we have identified priorities that are really important to us. Some fit within the criteria of the CRMP and others sit outside it and the key deliverables below deal with all areas of activity that are priorities for the Authority. These have been developed as part of our Functional Plans:

Operational Preparedness	
FP/25/26/1.1	Enhance operational competence
FP/25/26/1.2	Enhance training and development
FP/25/26/1.3	Commercial training and partnership growth
FP/25/26/1.4	Research and development
FP/25/26/1.5	Prepare for and mitigate risk
FP/25/26/1.6	Blue light collaboration
FP/25/26/1.7	Develop new kit and equipment
FP/25/26/1.8	Advance our vehicle fleet towards Net Zero

Operational Response	
FP/25/26/2.1	Maximise fire engine availability
FP/25/26/2.2	Implement and evaluate enhanced mobilisation and new technologies in Fire Control
FP/25/26/2.3	Implement and embed the 33rd and 34th fire engines
FP/25/26/2.4	Explore options to review and expand fire station specialisms
FP/25/26/2.5	Enhance water rescue sub-surface capability

Health and Safety / Operational Assurance	
FP/25/26/2.6	Procure new Health and Safety software system
FP/25/26/2.7	Develop and deliver Health and Safety training package
FP/25/26/2.8	Conduct a review of Operational Assurance

Prevention	
FP/25/26/3.1	Provide a high quality training opackage to all staff involved in Prevention activity including a suite of vidoes detailing Home, Road and Water safety
FP/25/26/3.2	Build our Incident Investigation Team using the best staff with the best technical abilities from all areas of the Service
FP/25/26/3.3	Uplift our output of road and water safety school age activity through increased use of virtual reality (VR)
FP/25/26/3.4	Host a conference with Merseyside's registered and social landlords to enable further understanding of their vulnerable tenants
FP/25/26/3.5	Share our Home Safety evaluation work nationally, exploring other evaluation methods to contribute to sector improvement
FP/25/26/3.6	Train all Prevention staff to understand national PREVENT principles
FP/25/26/3.7	Implement the Volunteer Strategy beginning with volunteers supporting Pre-vention activity
FP/25/26/3.8	Re-brand and communicate our King's Trust delivery programmes
FP/25/26/3.9	Work with partners to secure external funding to support our Youth Engage-ment programmes

Protection	
FP/25/26/4.1	Address the findings arising from the Protection structural and cultural review
FP/25/26/4.2	Work with internal and external partners and stakeholders in the discharge of key workstreams that will have a positive impact on the communities of Merseyside.
FP/25/26/4.3	Continue to enhance data and systems within the CFRMIS management information system
FP/25/26/4.4	Develop a Strategy for the Primary Authority Scheme
FP/25/26/4.5	Create a central hub for the recording of training
FP/25/26/4.6	Refine our Risk Based Inspection Programme methodology
FP/25/26/4.7	Ensure Enforcement and Prosecution processes are being applied consistently
FP/25/26/4.8	Enhance our Business Safety Engagement

National Resilience	
FP/25/26/6.1	Work with National Resilience ensuring the delivery of management, development and assurance of NR Capabilities both operationally and through training and exercising
FP/25/26/6.2	Continually review locations of NR assets, kit and update accordingly, ensuring assets are best placed for an immediate response
FP/25/26/6.3	Maintain the skills and knowledge of all MFRS NR staff ensuring that there is structured training and development in line with MFRS NR performance indi-cators and as part of the CRMP 2024-27 implementation
FP/25/26/6.4	Implement regular local and over border exercising and training in line with the National Resilience performance indicators and assurance programme includ-ing National Resilience Fire Control
FP/25/26/6.5	Ensure collaborative opportunities are fully explored and developed with both internal and external stakeholders
FP/25/26/6.6	Provide Principal Officers with regular updates on the functional plan and key deliverables



People & Organisational Development (POD) and Legal & Democratic Services	
FP/24/25/6.1	Ensure the Service remains a career of choice for ALL staff by exploring options for improving reward packages and undertaking a review into our job evaluation process
FP/24/25/6.2	Put in place new measures and arrangements to enhance the employee induction process and improve the early employment experience so the Service can be confident of building positive relationships with new starters
FP/24/25/6.3	Maintain robust background checks for current and future employees in line with HMICFRS recommendations to safeguard staff and communities
FP/24/25/6.4	Introduce inclusive recruitment and development pathways at all leadership levels for all roles improving knowledge and access to opportunities
FP/24/25/6.5	Structure and develop a process for recording health data; to help with informing the Service about what health and wellbeing issues our people are facing. This will better inform our health and wellbeing promotions and identify any changes and/or new initiatives that the Service can embrace to improve staff health
FP/24/25/6.6	Update the capability process to ensure that employees fully understand their responsibilities, and the help and guidance available to support this
FP/24/25/6.7	Put in place a rolling 3-year Strategic Workforce Plan to inform recruitment decisions and support other strategic planning processes
FP/24/25/6.8	Explore the options and scope for the utilization of artificial intelligence (AI) to improve the effectiveness and efficiency of HR and other organisational functions
FP/24/25/6.9	Undertake annual reviews of discipline and grievance cases across EDI measures and take action to address emerging issues or concerns
FP/24/25/6.10	Implement as appropriate recommendations from the HMICFRS Thematic Review into Misconduct Handling
FP/24/25/6.11	Encourage all staff to provide their Equality Diversity and Inclusion data so the Service can better analyse any adverse impacts based upon protected characteristics

Strategy & Performance	
FP/25/26/7.1	Enhance relationships and engagement with diverse communities
FP/25/26/7.2	Deliver an integrated data and technology service to support Service objectives.
FP/25/26/7.3	Develop and maintain effective and high quality communications and media management, helping to deliver positive outcomes and enhancing the profile and reputation of the Service
FP/25/26/7.4	Deliver effective planning, inspection and performance management processes that contribute to positive outcomes
FP/25/26/7.5	Develop and maintain an efficient estate to enhance the experience of staff and visitors

Finance	
FP/25/26/8.1	To work with the Local Government Association (LGA) and the Local Pension Partnership Administration (LPPA) to ensure all members impacted by the public pension age discrimination cases are resolved and by the deadlines set out by the (MHCLG)
FP/25/26/8.2	The Government Pension's Dashboard scheme.. MFRS will need to ensure all data is up to date for all members of its pension schemes to enable the Firefighter pension administrator (LPPA) and Merseyside Pension Fund (MPF) to deliver this scheme
FP/25/26/8.3	Carry out an upgrade to the financial management information application from the current 5.5 version to the latest 6.5 version
FP/25/26/8.4	Following the move to a new HR & Payroll Human Capital Management (HCM) application during 2024/25, it is now key to ensure the suite of management reports are built within the application these include monthly pension reports required for internal and external reporting purposes
FP/25/26/8.5	Using the experience gained during 2024/25 from the new electronic FS30 over-time claim forms, evaluate the benefits of further payroll automation during 2025/26 (for example - new starter checklist / other claim forms)
FP/25/26/8.6	Provide a review of MFRS Statement of Accounts, with the aim to improve the format and layout of the statements (as far as possible whilst ensuring they accord with the Code of Practice on Local Authority Accounting in the UK)
FP/25/26/8.7	The Procurement team will work to transition to the new Procurement Act which went live in February 2025 whilst maintaining contracts as awarded under previous legislation
FP/25/26/8.8	Commence procurement activity for the replacement Long Term Capability Maintenance contract

Legal & Democratic Services	
FP/25/26/7.1	Review of the Lead Members' role
FP/25/26/7.2	Promote the role of and awareness of the Authority with staff
FP/25/26/7.3	To create superusers of the new case management systems within the department who will streamline processes and workflows to allow the team to be more efficient in responding to its clients
FP/25/26/7.4	Review of the hire and use of MFRA premises
FP/25/26/7.5	Work with other Functions to review and refresh the Corporate Risk Register



7.1 National Fire Standards

As part of the reforms for fire and rescue services in England, the Fire Standards Board, supported by the National Fire Chiefs Council, is committed to the introduction of National Fire Standards. The intention being to help drive continual improvement across the fire and rescue service alongside inspection arrangements.

As of February 2025 the Fire Standards Board have written, consulted on and published the following Standards:

- Code of Ethics
 - Communication and Engagement
 - Community Risk Management Planning
 - Emergency Preparedness and Resilience
 - Emergency Response Driving
 - Fire Control
 - Fire Investigation
 - Operational Competence
 - Operational Learning
- Operational Preparedness
 - Prevention
 - Protection
 - Safeguarding
 - Data Management Standard
 - Leading the Service
 - Leading and Developing People
 - Internal Governance and Assurance
 - Procurement and Commercial
 - Digital and Cyber

National Fire Standards can be found on the Fire Standards Board Approved Standards Website: <https://www.firestandards.org/>

Following on from feedback received from fire and rescue services the Fire Standards Board and NFCC have developed an implementation tool for each Fire Standard.

Each implementation tool has been created to assist fire and rescue services in planning, delivering and reporting on their implementation of Fire Standards. They can also be used to provide useful evidence for HMICFRS inspections.

The implementation tools help services to record actions that need to be taken to move toward achieving the Fire Standard. When first completed, they will provide a benchmark from which progress over time can be measured.

Functional leads report to their Boards regularly on their progress towards achieving the Fire Standards. Once complete, a report is sent to the Strategic Leadership Team and once a year an update on progress will be delivered to the Fire Authority.

8.1 HMICFRS Inspection

During 2023 we were inspected by His Majesty’s Inspectorate of Fire and Rescue Services (HMICFRS) as part of the this round of inspections. As with the previous Inspection in 2021, they found that we were:

- **Outstanding** at preventing fires and other risks
- **Outstanding** at responding to major and multi-agency incidents
- **Outstanding** at making the best use of resources

This is a hugely positive outcome and unique in the UK fire and rescue service.

His Majesty’s Inspector of Fire and Rescue Services Michelle Skeer said:

“I congratulate Merseyside Fire and Rescue Service on its performance in keeping people safe and secure from fire and other risks. We were pleased to see that the service has made progress since our last inspection in May 2021. For example, the service has improved how it commands fire service assets assertively and safely at incidents, how it promotes equality, diversity and inclusion and how it works with underrepresented groups in the workforce”.

The full report is available here:
<https://hmicfrs.justiceinspectorates.gov.uk/frs-assessment/frs-2023-25/merseyside-2023-2025/>

A small number of areas for improvement were identified (see the table below) and we manage delivery of these improvements through an action plan. We report progress to the Authority or one of its committees.

Report page	Area for Improvement
12	The service should assure itself that its use of enforcement powers prioritises the highest risks and includes proportionate activity to reduce risk.
33	The service should make sure all staff understand and demonstrate its values.
33	The service should assure itself that middle managers demonstrate service values through their behaviours.
36	The service should assure itself that it has an effective succession planning mechanism in place for all roles.
39	The service should review how effective its policy on bullying, harassment and discrimination is in reducing unacceptable behaviour towards its staff

In January and February 2025 MFRS took part in an HMICFRS Pilot over two weeks. The aim of this pilot was to work with HMICFRS to plan for the next round of Inspections commencing in June 2025.

9.1 Equality, Diversity & Inclusion

We are committed to equality, diversity and inclusion in relation to our staff and to the services we deliver to our communities. Treating people fairly is a priority of course, but being aware of equality, diversity and inclusion is also important because it means we can tailor our services to meet what people need from us and we can also work to make sure that our staff reflect the people they serve.

Our organisational culture is also very important to us and we are very aware of the poor behaviour that has occurred in other fire and rescue services. We work hard to make sure the culture in Merseyside is positive and inclusive and we've updated our objectives to reflect that commitment.

Our Equality, Diversity and Inclusion Objectives have been reviewed and refreshed to reflect our aims for 2024-27. They are:

Objective 1 - Create a strong Inclusive organisation that is positive to rising to the future challenges we face.

Objective 2 - Ensure that people from diverse communities receive equitable services that meet their needs.

Objective 3 - Reducing fires and other incidents amongst vulnerable people in the protected groups and deprived areas.

Objective 4 - To continue to evolve the Service's cultural competence based on community insight so that all staff can undertake their role recognising the value of difference. This strengthens our approach to Equality (equity), diversity and inclusion, meaning our staff are well equipped to engage with our diverse communities and are sensitive to their needs.

Objective 5 - To continue to aspire for equality, diversity and inclusion excellence; measuring ourselves against best practice and benchmarking tools within the Fire and Rescue Service and other sectors.

You can read more about our commitment to equality, diversity and inclusion in our People Plan which is available on our website.





10.1 Consultation and Communication

Merseyside Fire and Rescue Authority has an integrated and inclusive approach to planning. The plans that set out the ways in which the Authority will achieve its Vision and Mission and comply with its values are all connected and staff and stakeholders have an opportunity to contribute to the plans. A large part of the planning is around consultation with stakeholders within the community. In Autumn 2023 we asked the public of Merseyside, partners, stakeholders and our staff through a series of open forum talks, what they thought about the ideas we had, which became the proposals we consulted on until 27th May 2024.

The final proposals are now in the Community Risk Management Plan-(CRMP) 2024-27 which was approved by the Fire Authority and published in November 2024.



General MFRA Glossary of Terms

ACAS	Advisory Conciliation and Arbitration Service
ADF	Accidental Dwelling Fire
AFA	Automatic Fire Alarm
AGM	Annual General Meeting
AM	Area Manager
ARA	Analytical Risk Assessment
ARC	Alarm Receiving Centre
ASB	Anti-Social Behaviour
AVLS	Automatic Vehicle Location System
BA	Breathing Apparatus
BAME	Black Asian Minority Ethnic
CBT	Crew Based Training
CBRNE	Chemical Biological Radiological Nuclear Explosive
CCTV	Closed Circuit Television
CFO	Chief Fire Officer
CFRMIS	Community Fire Risk Management Information System
CM	Crew Manager
COMAH	Control of Major Accident Hazards
Con Ops	Concept of Operations
COSHH	Control of Substances Hazardous to Health
CPL	Combined Platform Ladder
CRMP	Community Risk Management Plan
CRR	Corporate Risk Register
CSU	Command Support Unit
DBS	Disclosure and Barring Service
DCFO	Deputy Chief Fire Officer
DCU	Damage Control Unit
DIM	Detection Identification and Monitoring
EFAD	Emergency Fire Appliance Driver
EIA	Equality Impact Assessment
EISEC	Enhanced Information Service for Emergency Calls
ELS	Enhanced Logistics Support
EMR	Emergency Medical Response
ESMCP	Emergency Services Mobile Communication Programme
FBU	Fire Brigades Union
FF	Firefighter
FMIS	Financial Management Information System

FOA	Fire Officers Association
FPOS	First Person on Scene
FOI	Freedom of Information
FSEC	Fire Service Emergency Cover (modelling software)
FTE	Full time Equivalent
GIS	Geographical Information System
GM	Group Manager
GRA	Generic Risk Assessment
HART	Hazardous Area Response Team (Ambulance)
HAZMAT	Hazardous Materials
HFSC	Home Fire Safety Check
HMICFRS	His Majesties Inspectorate of Constabularies and Fire and Rescue Services
HMU	Hazardous Materials Unit
HO	Home Office
HR	Human Resources
HSE	Health and Safety Executive
HVP	High Volume Pump
ICT	Information Communications and Technology
IFE	Institute of Fire Engineers
IFRS	International Financial Reporting Standard
IIT	Incident Investigation Team
IoD	Index of Deprivation
IMT	Incident Management Team
IMU	Incident Management Unit
IOSH	Institute of Safety and Health
IRMP	Integrated Risk Management Plan
ISAR	International Search and Rescue Team
JAG	Joint Action Group
JCC	Joint Control Centre
JESIP	Joint Emergency Services Interoperability Programme
JOL	Joint Operational Learning
KMBC	Knowsley Metropolitan Borough Council
KPI	Key Performance Indicator
KSI	Killed and Seriously Injured - Police
LCC	Liverpool City Council
LEP	Local Enterprise Partnership
LGA	Local Government Association

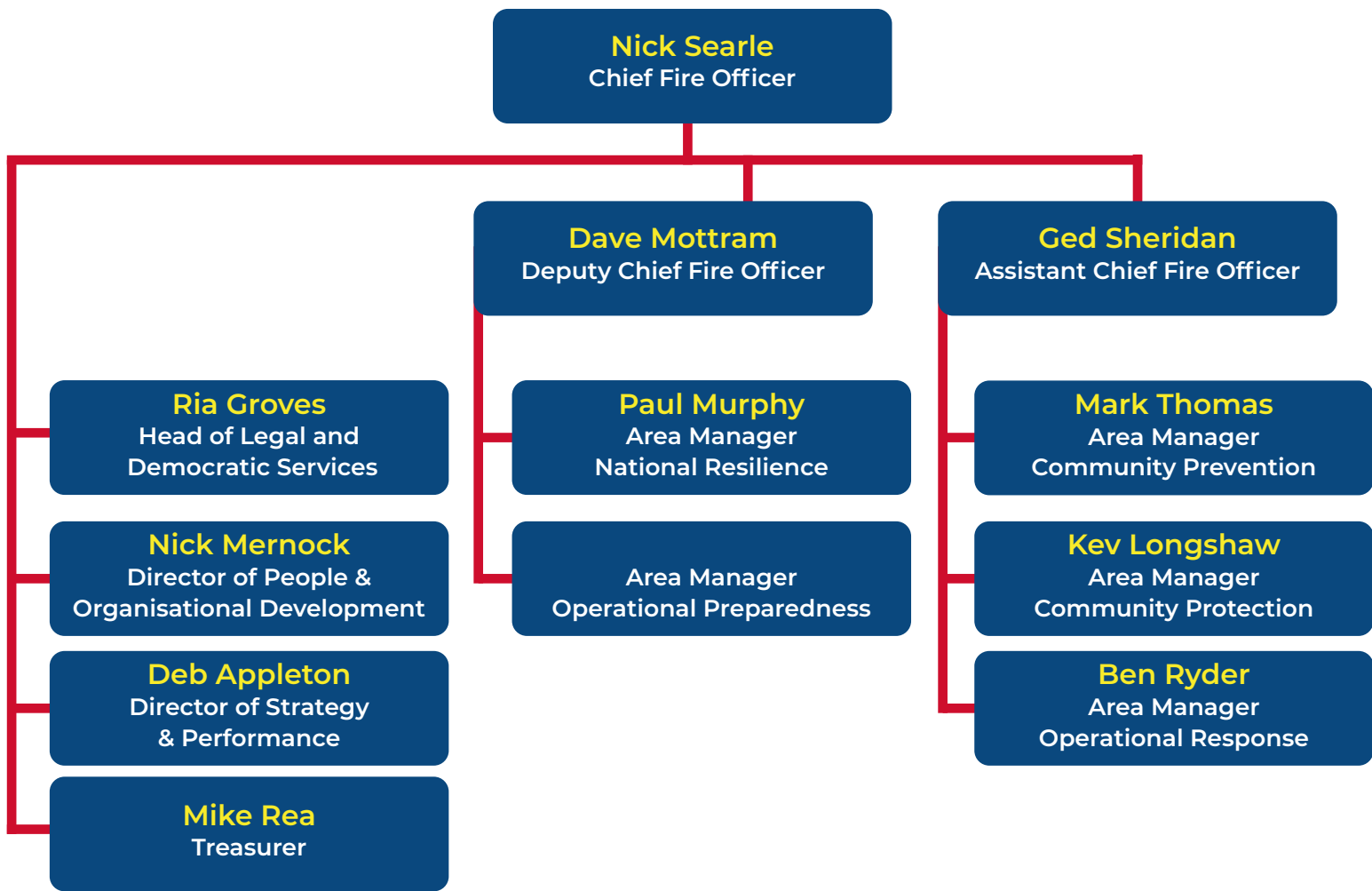


LGBTQ	Lesbian, Gay, Bisexual and Transgender
LJMU	Liverpool John Moores University
LLAR	Low Level of Activity and Risk
LPI	Local Performance Indicator
LRMF	Local Risk Management Guidance
MARAC	Multi Agency Risk Assessment Conference
MFRA	Merseyside Fire and Rescue Authority
MFRS	Merseyside Fire and Rescue Service
MRF	Merseyside Resilience Forum
MTA	Marauding Terrorist Attack – specialist response
MTFP	Medium Term Financial Plan
MVRP	Merseyside Violence Reduction Partnership
NEBOSH	National Examining Board for Occupational Health and Safety
NJC	National Joint Council
NOG	National Operational Guidance
NOL	National Operational Learning
NRA	National Risk Assessment
NR	National Resilience
NRAT	National Resilience Assurance Team
NSRA	National Security Risk Assessment
NW	Northwest
NWAS	North West Ambulance Service
NWFS	Networking Women in the Fire Service
OBC	Outline Business Case
OH	Occupational Health
ONS	Office of National Statistics
OSU	Operational Support Unit
Ops	Operational
PAS	Primary Authority Scheme
PCC	Police and Crime Commissioner
PFI	Private Finance Initiative
PH	Public Holiday
PI	Performance Indicator
POD	People and Organisational Development
PORIS	Provision of Operational Risk Information System
PPE	Personal Protective Equipment
PPV	Positive Pressure Ventilation
PQA's	Personal Qualities and Attributes

PQQ	Pre-Qualification Questionnaire
RAPID	Risk Assessed Programme for Incident Deployment
REPPAIR	Radiation (Emergency Preparedness and Public Information)
RTC	Road Traffic Collision
RR (Fire Safety) O	Regulatory Reform (Fire Safety) Order 2005
RSG	Revenue Support Grant
S&W	Safe and Well
SCG	Strategic Coordinating Group
SHQ	Service Headquarters
SIG	Special Interest Group
SIRAH	Site Information of Risks and Hazards
SLA	Service Level Agreement
SRT	Search and Rescue Team
SM	Station Manager
SMART	Specific, Measurable, Achievable, Realistic, Time bound
SLT	Strategic Leadership Team
SOFSA	Simple Operational Fire Safety Assessment
SOP	Standard Operating Procedure
SPA	Safe Person Assessment
SSP	Statutory Sick Pay
SSRI	Site Specific Risk Information
TAP	Technical Advisory Panel
TCG	Tactical Co-ordinating Group
TDA	Training and Development Academy
TFC	Training for Competence
TUPE	Transfer of Undertakings, Protection of Employment
UHA	University Hospital Aintree
UKISAR	United Kingdom International Search and Rescue
USAR	Urban Search and Rescue
UwFS	Unwanted Fire Signal
VAW	Violence at Work
VFM	Value for Money
VER	Voluntary Early Retirement
VS	Voluntary Severance
WM	Watch Manager



Appendix 1: MFRS Organisational Structure



Appendix 2: MFRS Integrated Planning Process





Appendix 3: Station Plans

LIVERPOOL DISTRICT

64 - Kirkdale
64 - Liverpool
66 - Kensington
67 - Speke & Garston
68 - Toxteth
69 - Old Swan
70 - Belle Vale
71 - Aintree
72 - Croxteth

WIRRAL DISTRICT

73 - Birkenhead
74 - Bromborough
75 - Heswall
76 - Wallasey
77 - Saughall Massie

SEFTON DISTRICT

78 - Bootle & Netherton
79 - Crosby
80 - Formby
81 - Southport

KNOWSLEY DISTRICT

82 - Kirkby
83 - Prescott

ST HELENS DISTRICT

84 - St Helens
85 - Newton-le-Willows

OTHER

86 - Marine Rescue Unit
87 - Fire Control

Kirkdale Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFA's in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Estimated
Performance
2024/25

Targets
2025/26

325
105
39
22
220
115
9
86.2%
98.0%

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Engagement Sessions

Annual Target
2025/26:

60
3200
1920
48
12
135
2
13

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan, prepare and exercise against identified risks within the station area. Liaise with Everton FC to ensure risk information is current and exercise opportunities explored at the new Bramley Moore Stadium.
- Attend and assess premises to gather Site Specific Risk Information (SSRI) information to inform our response and identify risks.
- Work flexibly with the Training and Development Academy to ensure self-managed rotas allow for attendance all core & risk critical training at the Training & Development Academy.
- Measure and confirm competencies against Learnpro and SPA.
- Liaise with other stations in particular station Liverpool City and Bootle and Netherton to identify risks on the station boundary including High rise and the Port.
- Train to maintain all competencies against, Marauding Terrorist Attack (MTA), Flood & technical skills.

Operational Response

We will:

- Continue to maintain the core skills, safety critical training and central course attendance required by the Firefighter/Junior Officer role.
- Complete all required Safe Person Assessments and theoretical training as designated by the monthly planner.
- Work with neighbouring stations to train effectively and complete off-site exercises appropriate to the topography and risk within the area.
- Ensure station standards are maintained in line with the expectations outlined within Operational Assurance audits.
- Assure high standards of Personal Protective Equipment, adherence to procedures and safe working at operational incidents.
- Ensure standards of driving and emergency response are maintained and developed through coaching and exposure ensuring Low Speed Vehicle Manoeuvres are embedded.
- Ensure response times are effectively met

Prevention & Protection

We will:

- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community.
- Support local or seasonal campaigns such as Winter Warm, High Rise and Older Person's day.
- Respond to and protect those affected by hate or race crime through care, advice and equipment.
- Continue to utilise status reports to identify most vulnerable over 65s to reduce harm, injury or death from fire
- Continue to reduce and prevent waste fires through reporting and control.
- Continue to support Youth Engagement activity and foster good working relationships with the team.
- Strengthen our partnerships with Prevention Advocates and utilise PIPs data to reduce anti-social behaviour deliberate fires in the station area.
- Ensure all staff are confident and capable of delivering Simple Operational Fire Safety Assessments, improving fire safety standards in commercial premises.
- Identify premises using PIPs data and develop strategies to reduce Automatic Fire Alarms, cutting down unnecessary callouts and keeping resources available for genuine emergencies.
- Actively identify and report any non-compliant buildings during our daily activities, supporting the Risk-Based Inspection Programme.
- Strengthen our partnership with district Protection teams, ensuring we support complex Site-Specific Risk Information (SSRI) visits effectively.
- Contribute to quality assurance processes for SOFSA, ensuring we consistently deliver the highest standards in fire safety.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



Liverpool City Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFA's in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Estimated
Performance
2024/25

Targets
2025/26

216
76
28
1
140
42
24
95.2%
97.2%

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

Annual Target
2025/26:

58
1000
600
48
12
190
2
13

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Attend & assess premises to gather Site Specific Risk Information (SSRI) information to inform our response & identify risks & embed the Provision of Risk Information System (PORIS) software system.
 - Continue to effectively provide immediate & retained cover aligned to the Hybrid crewing system, including participating in any review & implementation of systems to provide a clear, pragmatic response.
 - Work in conjunction with Liverpool Protection when reporting or resolving local risk issues.
 - Monitor & utilise information from the outcomes of the Grenfell enquiry in accordance with Service procedures.
 - Continue to assess & monitor emerging local developments such as the new Liverpool Royal Hospital, student accommodation & shopping complexes.
 - Provide feedback through preparedness to shape a efficient transport flow for the community.
 - Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting.
- Carry out water surveys when conducting SSRI visits and ensure hydrant faults are reported in a timely manner to ensure operational effectiveness.

Operational Response

We will:

- Train on Fire service fundamental areas at a local level, via off site exercises & by attending organisation led planned training & service wide exercises.
- Undertake & complete all Safe Person Assessments & theoretical training as designated by the monthly planner.
- Plan & attend off site exercises based on local & neighbouring risks.
- Support the implementation of the callmy app in relation to the response standard & retained capability.
- Assure high standards of PPE, adherence to procedures & safe working at operational incidents.
- Undertake regular driver training & constructive feedback sessions to promote high standards of driving & emergency response.
- Understand & achieve the defined response times to ensure the communities we serve receive an effective & efficient service.
- Continue to train and exercise on station specialisms such as the Combined Platform Ladder 45.
- Identify & train at off site venues to develop staff on the skill sets associated with the Combined Platform Ladder (CPL).

Prevention & Protection

We will:

- Attend & complete all required Prevention activities to reduce risk & protect vulnerable members of the community.
- Support local or seasonal campaigns such as Winter Warm, High Rise & Older Person's day.
- Respond to & protect those affected by hate crime through support, advice & equipment.
- Continue to advise on how to prevent fire within the growing student population through HFSCs & joint working with partners in Higher Education & building developments.
- Identify & advise those considered the most vulnerable in the community (over 65's, areas of deprivation) around home safety through the undertaking of HFSCs.
- Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners.
- Work with local businesses through the undertaking of Simple Operational Fire Safety Assessment (SOFSA) to promote & offer Fire Safety advice.
- Reduce demand on resources through the identification of high demand areas such as AFA, Water related incidents & false alarms & joint working to educate & inform.

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Our Aims: To Protect, Prevent, Prepare and Respond.



Kensington Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires	Estimated Performance 2024/25	Targets 2025/26
All Primary Fires	214	292
Accidental Dwelling Fires (ADFs)	78	104
Deliberate Vehicle Fires	40	47
All Secondary Fires	10	16
Anti-social Behaviour Fire (ASBs)	136	188
AFAs in Non Domestic Premises	93	123
% ADF No Smoke Alarm	7	31
Alert to Mobile	90.0%	Lower
	96.4%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to utilise PORIS (Provision of Risk Information System) software for risk information gathering as well as completing allocated Site-Specific Risk Information inspections. We will also continue to assess & monitor emerging local development.
 - During SSRIs, upon discovery of defective hydrants, we will report it via appropriate channels to ensure it can be rectified.
 - Continue to effectively provide immediate & retained cover aligned to the day crewed wholtime retained (DCWTR) crewing system, including participating in any review & implementation of systems to provide a clear, pragmatic response.
 - Build knowledge and understanding of high-rise premises, tactics for dealing with fires in high rise buildings and undertake regular familiarisation visits.
 - Maintain high standards of appliance care including regular cleaning, equipment testing and fault reporting.
 - Undertake two off station training scenarios. Utilising due for renewal SSRI locations to develop new relationships and realistic incident scenarios.

Operational Response

- We will:
- Train on Fire service fundamental areas at a local level, via off site exercises and by attending planned training and service wide exercises.
 - Undertake and complete all Safe Person Assessments and theoretical training as designated by the monthly planner.
 - Undertake regular driver training and constructive feedback sessions to promote high standards of driving & emergency response.
 - Achieve Recall to Duty alert to mobile times using the "Call My" App.
 - Understand and achieve the defined response times to ensure the communities we serve receive an effective & efficient service.
 - Maintain competencies, knowledge & skills in line with the shared skill set at Liverpool City Community Fire Station.
 - We will promote a positive Health and Safety culture to reduce accidents both in the workplace and the incident ground. We will also further embed "reducing exposure" into our daily routine.

Prevention & Protection

- We will:
- Work with our Prevention SPOC to target our activities towards vulnerable members of our community. We will also continue to target addresses identified on our status reports.
 - Continue to advise on how to prevent fire within the significant elderly population and the broader demographic through HFSCs and joint working with partners
 - Effectively engage with children & young people, creating strong bonds with schools, MFRS Youth Engagement & Prince's Trust.
 - Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners.
 - Reduce the amount of AFA's through joint working with Protection colleagues. We will also target our SOFSA work to high demand areas.
 - Knowing our community, by understanding the diversity within it and how this is affected by risk, vulnerability and demand. Utilise this information to undertake intervention that help our communities thrive.

People

- We will:
- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
 - Review performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
 - Recognise and promote the value of EDI within the FRS and the wider communities we serve.
 - Contribute to Service Positive Action via signposting to "District Have a Go Days"
 - Complete inductions for new staff coming into the DCWTR system, including full explanation of the staffing requirements & retained elements

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MEDSEASIDE
FIRE & RESCUE
SERVICE

Speke/Garston Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires	Estimated Performance 2024/25	Targets 2025/26
All Primary Fires	230	265
Accidental Dwelling Fires (ADFs)	61	78
Deliberate Vehicle Fires	17	26
All Secondary Fires	17	16
Anti-social Behaviour Fire (ASBs)	169	187
AFAs in Non Domestic Premises	113	148
% ADF No Smoke Alarm	4	14
Alert to Mobile	80.0%	Lower
	97.0%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, offering fire safety advice to the owners/occupants. Simple Operational Fire Safety Assessment (SOFSA) for larger premises we will conduct a more in-depth visit and update our records as necessary.
 - Continue building on our relationship with cross border fire stations and representatives from risks in our area, (for example, Jaguar Land Rover/Liverpool JLA), to arrange joint-training exercises.
 - Maintain key skills and core competencies by training every day; developing training sessions that are as real to life as possible to test and improve our skills and knowledge.
 - Plan and carry out training events at local risk venues including residential high rise properties and familiarise ourselves with local public risks including shopping centres, factories and processing plants.

Operational Response

- We will:
- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
 - Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and act upon near misses and safety observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
 - Maintain operational appliances and equipment to the highest standards for effectiveness and availability.
 - Undertake regular on-station training in line with the operational training calendar, receiving quality assurance via Station Manager audits and complying with Service procedures, command guides and Information notes to ensure the highest levels of response.
 - Conduct two off station exercises in 2025-26.

Prevention & Protection

- We will:
- Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting HFSC's.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
 - Identify Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out Simple Operational Fire Safety Assessment (SOFSA) visits to enhance Fire Protection standards in Commercial premises and encourage staff to become familiar with risks in their station area.

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MEDSEASIDE
FIRE & RESCUE
SERVICE

Toxteth Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires	Estimated Performance 2024/25	Targets 2025/26
All Primary Fires	242	370
Accidental Dwelling Fires (ADFs)	70	121
Deliberate Vehicle Fires	34	56
All Secondary Fires	6	17
Anti-social Behaviour Fire (ASBs)	172	249
AFA's in Non Domestic Premises	115	169
% ADF No Smoke Alarm	9	24
Alert to Mobile	93.1%	Lower
	96.1%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete allocated Site Specific Risk Information Inspections prioritised on risk category and due date.
 - Embed the PORIS (Provision of Risk Information System) software and utilise as a tool for risk information gathering.
 - Manage availability of all water supplies through hydrant inspections and open water source identification.
 - Maintain all competencies by attending all TDA Core risk critical training.
 - Arrange and complete 2 off site exercises, at known risks within the station area. (M and S Arena, River, Central Mosque)
 - Complete 100 percent of all allocated SPA and Learnpro packages.
 - Strengthen links with the highest risk stakeholders within the station area (M&S Arena, Convention Centre, River MFI Coastguard and RNLI).
 - Ensure consistent high standards of appliance cleanliness, readiness and availability to our communities.
 - Train and familiarise with specialist assets held at separate locations to ensure efficiency in response.

Operational Response

- We will:
- Complete daily training in line with the station training planner.
 - Maintain core skills through 100% completion of Safe Person Assessments.
 - Attain a minimum performance of 85% during monthly audits.
 - Maintain 95% against performance indicator DR23 Alert to mobile in 1.9 mins and TP08 attendance to life risk incidents within 10 mins.
 - Promote a positive health and safety culture to reduce fire fighter injuries and damage to MFRS Assets. Increased vigilance and completion of near miss reports where appropriate.
 - Ensure the correct use, maintenance and recording of Personal Protective Equipment.
 - Ensure correct support, training and development of apprentice Firefighters through the national programme.
 - Recognise and record new and emerging risks in the station area including waterfront development, residential and commercial premises.

Prevention & Protection

- We will:
- Link in with the Arson Reduction Team to support intelligence led activities.
 - Reinvisgorate HFSC activity to protect the people of Merseyside.
 - Carry out reassurance campaigns in the residential high rise blocks within ours and neighbouring station areas.
 - Increase the percentage of visits to vulnerable persons and over 65's using the status reports during HFSC planning.
 - Link in with youth engagement within the community and support the development of the Princes Trust team.
 - Strengthen links with all our religious communities to familiarise the crews with the diverse needs of the population and share links with service providers.
 - Carry out reassurance campaigns in residential high rise blocks in and around the station area, prioritising blocks of 8 floors or more.
 - Forge links with the Thrive Careers Hub in the City Centre so they can benefit from a grant from the Community Impact Fund and also embed our Fire Fighters to assist in developing those from the community who are looking to gain work.

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MERSEYSIDE
FIRE & RESCUE
SERVICE

Old Swan Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires	Estimated Performance 2024/25	Targets 2025/26
All Primary Fires	393	328
Accidental Dwelling Fires (ADFs)	116	112
Deliberate Vehicle Fires	45	51
All Secondary Fires	14	22
Anti-social Behaviour Fire (ASBs)	277	216
AFA's in Non Domestic Premises	235	172
% ADF No Smoke Alarm	15	32
Alert to Mobile	82.4%	Lower
	95.5%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Continue to identify and familiarise ourselves with risks in our station area, so that our firefighters are safe and are able to respond quickly and effectively.
 - Utilise PORIS to ensure that the information we collect and maintain on buildings within the Old Swan station area is relevant and appropriate.
 - Maintain key skills, core competencies and utilise the annual training planner to ensure operational preparedness. Continue to maintain professional development utilising all available resources.
 - Ensure that our training on station compliments the core training aligned to National Operational Guidance at our new training centre. Completing e-learning programmes and safe person assessments to provide a robust maintenance of competence.
 - Embrace and engage with new cobra cold cutting technologies resulting in a more dynamic, safe and effective response to a wide range of emerging risks.

Operational Response

- We will:
- Ensure Alert to Mobilisation and 10-minute response standards are maintained and improved upon to all incidents as detailed in the CRMP.
 - Strengthen our excellent Health and Safety culture within the workplace. Continue to encourage our staff to recognise and act upon near misses and safety observations to keep accidents and injuries to an absolute minimum.
 - Maintain operational appliances and equipment to the highest standards for effectiveness and availability.
 - Undertake regular on-station and off-station training in line with the operational training calendar, receiving quality assurance via Station Manager audits and assessments.
 - Ensure that all staff are trained to competently utilise the new Cobra cold cutting technologies due to be based at station.
 - Staff an additional appliance through the use of retained contracts given to all personnel at Old Swan.

Prevention & Protection

- We will:
- Utilise demographic and incident data and statistics to ensure that we are best placed to understand and recognise our local community whilst conducting HFSC's.
 - Prioritise our Prevention work so that we are able to target the most vulnerable persons and "at risk" groups, working with local community partners to promote home safety in areas of high social deprivation.
 - Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in high-rise premises, prevention talks in sheltered accommodation, schools and rural areas plus organised community events to maximise reach.
 - Utilise Prevention Officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
 - Carry out SOFSA visits to enhance Fire Protection standards in commercial premises and encourage staff to become familiar with risks in their station area.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**
Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.
Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE



1,800 Home Fire Safety Checks

80 Simple Operational Fire Safety Assessments

Annual Target 2025/26:

65
1800
1080
24
12
80
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

People

- We will:
- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
 - Review performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
 - Recognise and promote the value of EDI within the FRS and the wider communities we serve.
 - Contribute to Service Positive Action via signposting to "District Have a Go Days"



2,248 Home Fire Safety Checks

95 Simple Operational Fire Safety Assessments

Annual Target 2025/26:

16
2248
1349
48
12
95
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

People

- We will:
- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
 - Review performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
 - Recognise and promote the value of EDI within the FRS and the wider communities we serve.
 - Contribute to Service Positive Action via signposting to "District Have a Go Days"

Belle Vale Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

182
44
30
7
138
127
1
90.0%
98.2%

162
49
26
6
113
107
10
Lower
95%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

22
2450
1470
24
12
70
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Continue to identify and familiarise ourselves with the risks in our station area, providing fire safety advice to the owners/occupants and (SOFSA) for larger premises.
- Continue to utilise PORIS (Provision of Risk Information System) to provide a risk score and where needed, conduct a SSRI inspection to maximise operational risk knowledge.
- We will continue to maintain our skills and competencies utilise the annual training planner to ensure operational preparedness.
- In addition to this we will Host, maintain and train with National Resilience assets including the High-Volume Pump (HVP) in conjunction with support stations to maintain effectiveness, and provide familiarisation training to colleagues from all stations and partner agencies.

Operational Response

We will:

- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the CRMP.
- Maintain and develop our excellent Health and Safety culture within the workplace. Continue to encourage our work force to recognise and act upon near misses and safety observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
- Maintain operational appliances and equipment to the highest standards for effectiveness and availability. Carry out practical exercises including an ENI exercise with the HVP to enhance and promote its capability service wide.
- Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and Information notes to ensure the highest levels of response.

Prevention & Protection

We will:

- Utilise demographic data and statistics to ensure that we are best placed to understand and recognise our local community whilst conducting HFSC's and delivering seasonal campaigns.
- Prevention work will prioritise the most vulnerable persons or "at risk" groups and work with local community partners and fire safety advocates to promote in areas of high social deprivation.
- Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus attend community events to maximise effectiveness.
- Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk.
- Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises and encourage staff to become familiar with risks in their station area.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MEDSEASIDE
FIRE & RESCUE
SERVICE

Aintree Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

495
203
44
33
292
186
15
87.1%
98.9%

553
167
56
37
386
251
78
Lower
95%

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

37
3200
1920
48
12
190
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Plan and prepare exercise against our USAR/MTA and flood response capabilities, using both our state of the art training centre, and local and national off site venues.
- Maintain core competencies by attending scheduled training at the Training and Development Academy.
- Train to maintain all competencies against USAR, MTA, Large animal rescue and heavy vehicle rescue .
- Attend and assess premises to gather SSRI information to inform our response and identify risks
- Divide local risk University Hospital Aintree will into accessible, manageable SSRI' s.
- Liaise with other stations to identify and become familiar with risks in neighboring station areas.

Operational Response

We will:

- Ensure all aspects of operational response can be conducted safely in line with the training planner & assess against national & local policy guidance, and procedures .
- Undertake and complete all Safe Person Assessments and theoretical training as designated by the monthly planner.
- Maintain a minimum 95% standard for alert to mobile within 1.9 minutes & and attendance standard, attending all life risk within ten minutes.
- Plan and attend off site exercises based on local and neighboring risks .
- Promote a positive Health and Safety culture to manage Health and Safety requirements.
- Maintain appliance and equipment to the highest standard to maintain operational readiness.

Prevention & Protection

We will:

- Attend and complete all required Prevention activities to reduce and protect vulnerable members of the community .
- Continue to advise on how to prevent fire in the home within the significant elderly population and the broader demographic through HFSC' s and joint working with partners in NHS and local primary care trusts.
- Seek to educate local primary and secondary school children around fire, road and water safety.
- Engage with local businesses by carrying out Simple Operational Fire Safety Assessments (SOFSA) to provide advice and guidance to small businesses to ensure compliance with legislation & familiarise crews.
- Utilise PIP' s to target and identify areas of anti social behaviour & build up of waste materials to reduce ASB fires.
- Look to support community based initiatives and support fire Cadets and Beacon Project based at Station 19.

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Our Aims: To Protect, Prevent, Prepare and Respond.



MEDSEASIDE
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Birkenhead Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires	293	403
All Primary Fires	86	116
Accidental Dwelling Fires (ADFs)	47	49
Deliberate Vehicle Fires	13	25
All Secondary Fires	207	287
Anti-social Behaviour Fire (ASBs)	161	204
AFAs in Non Domestic Premises	6	20
% ADF No Smoke Alarm	89.5%	Lower
Alert to Mobile	95.8%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Maintain and enhance our ability to respond to incidents by completing all programmed core skills courses at the Training and Development Academy.
- Carry out on station training utilising a themed approach taken from the Station Training Planner, undertaking all Safe Person Assessments modules and Merseyfire Learn modules within timeframes.
- Complete two off station training exercises based on the risks within our station area, to enhance our response to local risks.
- Work in partnership with Cammell Laird to set up training areas across their site to allow for regular off station training to take place.
- Maintain an excellent standard of readiness, cleanliness of the appliance, equipment and standards of dress.
- Carry out Site Specific Risk Information visits to allow our firefighters to be safe and effective when attending incidents.

Operational Response

We will:

- Respond to incidents, ensuring appropriate standards of PPE, adherence to procedures and safe working practice are maintained to allow our teams to provide the best response to the communities we serve.
- Ensure Alert to Mobile, and Standards of Fire Cover are met to provide the most effective response to incidents.
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents.
- Ensure standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure.
- Collaborate with NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
- Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)	36
Home Fire Safety Checks	2076
HFSCs delivered to over 65s (60% of HFSCs)	1246
Waste & Fly Tipping Prevention Talks	48
Simple Operational Fire Safety Assessments	12
Off Station Exercising	95
Community Events	2
	13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

We will:

- Deliver our community safety message using targeted data to engage, inform, educate and make-safe those most vulnerable from fire.
- Carry out community engagement events, enabling the station to be held as the heart of the community and allow us to help the most vulnerable.
- Effectively engage with children and young people, creating strong bonds with schools.
- Explore relationship with The Hive Youth Zone.
- Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics.
- Contribute to Business Safety by completing Simple Operational Fire Safety Assessments and engaging with business communities.
- Utilise the Fire safety Concerns tool to report non-compliance and raise awareness of fire safety issues during routine activities and incidents.
- Reduce the number of Automatic Fire Alarm calls by targeting repeat offenders and engaging with responsible persons to reduce the impact on the fire service.

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.

Bromborough Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires	107	182
All Primary Fires	64	57
Accidental Dwelling Fires (ADFs)	25	23
Deliberate Vehicle Fires	6	7
All Secondary Fires	43	125
Anti-social Behaviour Fire (ASBs)	29	70
AFAs in Non Domestic Premises	10	21
% ADF No Smoke Alarm	94.4%	Lower
Alert to Mobile	90.0%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Maintain competence by attending all required core skills courses at our Training and Development Academy.
- Utilise the Station Training Planner to complete all Safe Person Assessments and Merseyfire Learning modules to maintain theoretical and practical skills.
- Develop relationships with cross border service (Cheshire FRS), carrying out joint training sessions and sharing of knowledge and information regarding risks.
- Encourage and develop apprentice firefighters and new ranks to become competent and confident in their roles.
- Complete two off station Training Exercises, highlighting local risks.
- Understand local risks by completing SSRI (Site Specific Risk Inspections) provided by Operational Intelligence, based on current risk level and re-inspection date. Complete a PORIS (Provision of Operational Risk Information) assessment prior to each SSRI to assess risk level still applies. If any new sites are identified carry out a PORIS assessment to determine if an SSRI is required.
- Conduct a Water survey whilst carrying out SSRI inspections.
- Support required COMAH training events as required.

Operational Response

We will:

- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile, coinciding with our monthly reportable Performance Indicators.
- Train & assess competence against national & local policy, guidance & procedures in all areas of operational response to resolve incidents safely and effectively.
- Work with our partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
- Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises.
- Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents and safety observation through the OSHENS system.
- Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
- Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.
- Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies.

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Our Aims: To Protect, Prevent, Prepare and Respond.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)	25
Home Fire Safety Checks	2076
HFSCs delivered to over 65s (60% of HFSCs)	1246
Waste & Fly Tipping Prevention Talks	48
Simple Operational Fire Safety Assessments	12
Off Station Exercising	70
Community Events	2
	13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Prevention & Protection

We will:

- Actively target the most vulnerable in our Community by working with our partners, using local knowledge to carry out Home Fire Safety Checks for elderly, vulnerable or high-risk individuals, using data from HFSC status report.
- Carry out Community Reassurance Campaigns in our most required areas in accordance with risk, vulnerability and demand.
- Support National Safety Campaigns throughout the year working with our partners and communities.
- Carry out Prevention Talks in places such as Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages.
- Carry Out SOFSA Visits: Ensure all staff are confident and capable of delivering Simple Operational Fire Safety Assessments, improving fire safety standards in commercial premises
- Contact the rural community to reassure and educate them and promote our safety message.
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation.

People

We will:

- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
- Review performance and identify future development needs through the appraisal system.
- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"



MERSEYSIDE
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Heswall Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

51
20
6
0
31
18
2
100%
96.6%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

5
2450
1470
12
12
70
2
13

5
Site Specific Risk
Inspections

70
Simple Operational
Fire Safety Assessments

2,450
Home Fire
Safety Checks

Operational Preparedness

We will:

- Complete all core skills courses at our Training and Development Academy.
- Utilise the Station Training Planner to complete all Safe Person Assessments and E learning modules to maintain theoretical and practical skills.
- Develop better relationships Cheshire FRS at Powey Lane, carrying out joint training sessions and sharing of knowledge and information regarding risks.
- Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
- Complete two off station Training Exercises, highlighting local risks. One of which will be focussed on our Wildfire specialism; the other will include HVP.
- Understand local risks by completing Site Specific Risk Inspections (SSRI) and use of the PORIS (Provision of Operational Risk Information) system to assess new risk information.
- Ensure training and development against regular incident types.
- Maintain high standards of appliance and equipment care' including cleaning, testing and fault reporting.

Operational Response

We will:

- Respond professionally and quickly to incidents, maintaining high standards in Attendance Times and Alert to Mobile.
- Undertake training in line with Service themes, including developing close working relationship with our cross border and other blue light colleagues.
- Consider all Service Instructions and Standard Operating Procedures to provide a professional service.
- Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by reporting near misses.
- Maintain our capability to respond to significant incidents in Merseyside and throughout the UK through regular training and exercising with the HVP (High Volume Pump).
- Enhance Service response to wildfires through regular training and exercising, including attending regional exercises to develop skills of the wildfire specialist response.
- Undertake Operational Training each shift and utilise Ops Assurance bulletins and case studies to maintain wider knowledge and understanding.

Prevention & Protection

We will:

- Actively target the most vulnerable in our community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
- Carry out Community Reassurance Campaigns in accordance with risk, demand and vulnerability.
- Work with stakeholders to mitigate risk to the community associated with wildfires and open land.
- Support National Safety Campaigns throughout the year working with our partners and communities.
- Carry out Prevention Talks in places such as Schools, Youth Centres and Sheltered Accommodation to promote our safety messages.
- Develop relationships with the rural community to reassure and educate communities and promote our safety message.
- Work with local businesses and high-risk sites to complete PORIS assessments, SOFSA and SSRI to promote safety in the workplace and record hazard information.

People

We will:

- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
- Review performance and identify future development needs through the appraisal system.
- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"

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Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
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Wallasey Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

258
102
51
16
156
102
9
87.2%
96.3%

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Outputs

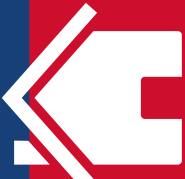
are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

55
3200
1920
24
12
135
2
13

55
Site Specific Risk
Inspections

1,920
Home Fire
Safety Checks
135
Simple Operational
Fire Safety Assessments



MERSEYSIDE
FIRE & RESCUE
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Operational Preparedness

We will:

- Complete all programmed core skills courses at the Training and Development Academy.
- Utilise the Station Training Planner to complete all Safe Person Assessments and Learn Pro modules to maintain theoretical and practical skills.
- Maintain Continuous Professional Development (CPD) in knowledge and understanding of Marine Firefighting theoretical and practical skills as party of station specialism.
- Specific training around Light Portable Pump Structural Unit (LPPSU), Marine Rail and Salvage Unit (MPSU) and Breathing Apparatus Support Unit (BASU), facilitating requests for attendance at off station tactical exercises.
- Undertake two off station training scenarios. utilising due for renewal Site Specific Risk Information (SSRI) locations to develop new relationships and realistic incident scenarios.
- Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress.
- Assist with Hydrant and Emergency Water Supply inspections when required.
- Understand local risks by completing SSRI inspections provided by Operational Intelligence, based on current risk level and re-inspection date.
- Complete a PORIS (Provision of Operational Risk Information) assessment Prior to each SSRI to assess risk level still applies. If any new sites are identified carry out a PORIS assessment to determine if an SSRI is required.

Operational Response

We will:

- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.
- Ensure Alert to Mobile, Standards of Fire Cover and IPS completion standards are met.
- Work with our partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
- Ensure appropriate standards of Personal Protective Equipment, adherence to procedures and safe working practice at operational incidents and training exercises.
- Ensure high standards of driving and emergency response and low speed manoeuvres are maintained and developed through instruction, information and exposure.
- Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.
- Achieve Recall to Duty alert to mobile times for M25P3 and Specialist Support Assets using Call My App.
- Ensure staffing provision is maintained to requirements of the Hybrid duty system model.

Prevention & Protection

We will:

- Continue to use targeted data to engage, inform, educate and make-safe those most vulnerable from fire.
- Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics.
- Use intelligence led information to target areas of ADF's and undertake arson reduction campaigns. Continue to highlight and report fly-tipped waste and vulnerable properties.
- Effectively engage with children and young people, creating strong bonds with Princes Trust, Fire Cadets and Wirral Youth Zone
- Explore relationship with Local Community Group, The Voice of Egremont.
- Continue to deliver seasonal campaigns, such as Older Persons Week, Winter Warm and Bonfire Period alongside Prevention and Partners.
- Contribute to Implementation of CFRMIS Protection Department System via completion of allocated Site Specific Risk Information and Simple Operational Fire Safety Audits within the station area.
- Strengthen working relationship between Operational Crews, Protection and Prevention Teams via departmental engagement activities.

Outcome targets are based on 5yrs data

People

We will:

- Promote awareness of the importance of mental health wellbeing. Encourage all to monitor and signpost their colleagues to counselling /occupational health, where appropriate.
- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, Contributing to the Coaching and Mentoring.
- Review performance and identify future development needs through the appraisal system.
- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Saughall Massie Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

210
57
26
3
153
93
6
95.0%
94.3%

381
87
36
16
294
140
26
Lower
95%

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

44
2076
1246
12
12
80
2
13

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Complete all core skills courses at our Training and Development Academy.
- Utilise the Station Training Planner to complete all Safe Person Assessments and MerseyFire

Learn modules to maintain theoretical and practical skills.

- Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
- Complete two off station Training Exercises, highlighting local risks.

- Support wider risk training and exercising when required.
- Understand local risks, capturing risk information as part of Site-Specific Risk Inspections (SSRI).

- Utilise the Provision of Operational Risk Information (PORIS) methodology as an assessment tool to evaluate local risk sites.
- Maintain high standards of appliance care including cleaning, testing of equipment and fault reporting.

Operational Response

We will:

- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile, coinciding with our monthly reportable Performance Indicators.

- Continue to undertake on station training in line with Service Themes, which will be quality assured by Station Managers.
- Adhere to all Service Instructions, Standard Operating Procedures and guidance to provide a professional service.

- Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
- Continue to develop knowledge and skills in relation to local risk.

- Undertake operational training each shift and utilise Operational Assurance bulletins and case studies to maintain wider knowledge and understanding.

- Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.

Prevention & Protection

We will:

- Actively target the most vulnerable in our community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.

- Continue to deliver advice, support and reassurance for the elderly or vulnerable within our communities.

- Work with The Beacon Project teams to continue our commitment to Youth Engagement.

- Carry out Community Reassurance Campaigns in accordance with risk, demand and vulnerability.

- Support National Safety Campaigns throughout the year working with our partners and communities.

- Carry out Prevention Talks in places such as Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages.

- Develop working relationships with the rural community to reassure, educate and promote our safety message.

- Work with local businesses and complete Simple Operational Fire Safety Assessments (SOFSA), to promote safety in the workplace and to reinforce Fire Safety Legislation.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Bootle/Netherton Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

135
60
31
7
75
48
3
100%
91.3%

181
63
28
11
118
75
12
Lower
95%

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

31
2076
1246
48
12
80
2
13

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Complete all core skills courses at the Training and Development Academy.

- Utilise the Station Training Planner to complete all Safe Person Assessments and e-learning modules to maintain theoretical and practical skills.

- Support and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.

- Complete two off station Training Exercises, highlighting local risks.
- Continue to work cross-border with other Fire Services enabling familiarisation of training methods and procedures.

- Understand local risks by completing Site Specific Risk Inspections (SSRI).
- Embed the PORIS (Provision of Risk Information System) software to gather and present risks and hazards that Firefighters may encounter within premises.

- Ensure knowledge of specialist assets at other operational locations through familiarisation and training.

Operational Response

We will:

- Respond professionally and speedily to incidents. Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.

- Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.

- Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the Community.

- Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.

- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.

- Ensure the highest standards of appliance cleanliness, readiness and equipment maintenance.

- Ensure appropriate standards of Personal Protective Equipment, adherence to procedures and safe working practice at operational incidents and training exercises.

We will:

- Promote awareness of the importance of mental health wellbeing.

- Actively promote equality, diversity and inclusion (ED&I) in the workplace, by supporting Staff Networks and ED&I calendar events to enhance knowledge and understanding of ED&I.

- Create a workplace that reflects our organisational and personal values.

- Maintain high levels of attendance and promote fitness and well-being.

- Be developed and supported via the Values Based Appraisal System, allowing staff to work with their line managers to set and achieve their goals.

- Provide support to Firefighters and ranks in development roles to allow them to become the best they can be.

- Support Apprentices with their development of skills knowledge and behaviours throughout their Firefighter apprenticeship.

- Embed coaching and mentoring within stations as a progressive development and staff welfare tool.

- Continue to provide positive role modelling within our communities.

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Bootle/Netherton Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

135
60
31
7
75
48
3
100%
91.3%

181
63
28
11
118
75
12
Lower
95%

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

31
2076
1246
48
12
80
2
13

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Complete all core skills courses at the Training and Development Academy.

- Utilise the Station Training Planner to complete all Safe Person Assessments and e-learning modules to maintain theoretical and practical skills.

- Support and develop new firefighters and new officers to become competent and confident in their roles. Ensure that they are fully familiar with the Firefighter apprenticeship programme and their roles and responsibilities within.

- Complete two off station Training Exercises, highlighting local risks.
- Continue to work cross-border with other Fire Services enabling familiarisation of training methods and procedures.

- Understand local risks by completing Site Specific Risk Inspections (SSRI).
- Embed the PORIS (Provision of Risk Information System) software to gather and present risks and hazards that Firefighters may encounter within premises.

- Ensure knowledge of specialist assets at other operational locations through familiarisation and training.

Operational Response

We will:

- Respond professionally and speedily to incidents. Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.

- Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.

- Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the Community.

- Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.

- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.

- Ensure the highest standards of appliance cleanliness, readiness and equipment maintenance.

- Ensure appropriate standards of Personal Protective Equipment, adherence to procedures and safe working practice at operational incidents and training exercises.

Prevention & Protection

We will:

- Actively target the most vulnerable in our community by working with our partners and use local knowledge to carry out Home Fire Safety Checks, focusing on those aged over 65.

- Carry out Community Reassurance Campaigns in our most vulnerable areas.

- Support National Safety Campaigns throughout the year working with our partners and Communities.

- Conduct Prevention talks in schools, youth centres, sheltered accommodation to promote our safety messages.

- Work with the Princes Trust to continue our commitment to Youth Engagement.

- Contribute to implementation of new CFRMIS Protection Department System via completion of allocated Site Specific Risk Information, PORIS and Simple Operational Fire Safety Assessments within the station area.
- Continue to quality assure the standard of home safety work within the operational staff cohort.

People

We will:

- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.

- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.

- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.

- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.

- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.

- Review performance and identify future development needs through the appraisal system.

- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.

- Recognise and promote the value of EDI within the FRS and the wider communities we serve.

- Contribute to Service Positive Action via signposting to "District Have a Go Days"

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Crosby Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

267
75
39
6
192
110
13
Lower
95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Train, familiarise and exercise against identified risks within the station area.
- Commitment to develop and expand marine firefighting specialist training in collaboration with staff at Wallasey Community Fire Station.
- Complete all Safe Person Assessments (SPA) and E-Learning packages ensuring that the required standard is achieved.
- Attend all core and risk critical training at the Training & Development Academy and ensure FF apprentice skills are maintained in line with the required standards.
- Complete allocated SSRI (Site Specific Risk Information) inspections within the station area and maintain currency. Develop awareness and use of the PORIS (Provision of Operational Risk Information System) software to capture and make risk information available.
- Support the water team when required and ensure assessment of water plans when conducting SSRI visits.
- Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress.
- Take ownership for the high rise located within the station area and be responsible for all operational issues.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.

Formby Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

78
19
8
2
59
35
4
Lower
95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Complete all core skills courses at our Training and Development Academy.
- Attend monthly training on the High Volume Pump and maintain competencies.
- Continue to maintain wildfire skills and competencies.
- Ensure local staffing is planned in advance to provide suitable fire/High Volume Pump (HVP) cover.
- Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
- Encourage and develop new firefighters and new officers to become competent and confident in their roles.
- Complete two off station Training Exercises, highlighting local risks.
- Understand local risks by completing Site Specific Risk Inspections (SSRI). Utilise CFRMIS and PORIS (Provision of Risk Information System) to achieve a more effective response.
- Conduct a water survey for each SSRI undertaken.
- Continue to work closely with NWAS and forge good working relationships and JESIP links.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

21
2076
1246
48
12
95
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Response

We will:

- Continuously develop skills, knowledge, understanding of service equipment, procedures and develop against skills associated with marine firefighting response.
- Maintain the highest standards of operational response through continuous training, exercising and audits.
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.
- Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are achieved.
- Collaborate with our partners such as NWAS, Coastguard and RNLI to maintain excellent response to water and mud related incidents.
- Evaluate local and operational plans through training, exercising and tabletop scenarios.
- Support key station principle to maintain 10 minute response time.
- Respond to notification of incidents immediately to minimise alert to mobile times and contribute to overall effectiveness.

Prevention & Protection

We will:

- Undertake prevention activities and take part on campaigns to reduce the risk to the most vulnerable within our community.
- Use accurate data to target those most vulnerable, elderly or impoverished within our community.
- Consult with Community Risk Management and the District Prevention Team to ensure effective use of resources in line with risk, demand and vulnerability.
- Use intelligence led information to target areas of ADF's and undertake arson reduction campaigns. Continue to highlight and report fly-tipped waste and vulnerable properties.
- Develop and support activities to reduce the number of special service incidents to Crosby beach. Effectively collaborating with partners and businesses in the Crosby Coastal Group to improve the safety of all users.
- Continue to deliver seasonal campaigns, such as Older Persons Week, Winter Warm and Bonfire Period alongside Prevention and Partners.
- Promote fire safety awareness with small businesses community by completing SOFSA (Simple Operational Fire Safety Assessments).

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Our Aims: To Protect, Prevent, Prepare and Respond.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

18
2450
1470
24
12
70
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Response

We will:

- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile.
- Maintain an excellent High Volume Pump Response both locally and nationally when required.
- Liaise with neighbouring stations in Lancashire FRS to develop off station exercises and familiarisation visits to each other's stations. This will include joint training, identification of similar incident types and inspection of common risks.
- Continue to develop links with partner agencies towards an enhanced Wildfire response, supported by education, Training and Operational Assurance
- Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.
- Maintain high safety standards to prevent accidents from occurring, and actively promote the safety culture by recording Near Miss incidents through the OSHENS system.
- Ensure appliance readiness to the required standards.

Prevention & Protection

We will:

- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out Home Fire Safety Checks.
- Carry out Community Reassurance Campaigns in our most vulnerable areas.
- Support National Safety Campaigns throughout the year working with our partners and communities.
- Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
- Make inroads into the rural community to reassure and educate them with our safety message.
- Continue to protect and support the over 65s population within the station area.
- Ensure the safety of those visiting the Pinewoods area through development of wildfire skills and forward planning.
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.

Southport Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

152
71
37
4
81
34
4
81.3%
88.9%

192
84
44
6
108
45
31
Lower
95%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

96
3995
2397
48
12
190
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Complete all core skills courses at the Training and Development Academy.
- Use the Station Training Planner to finish Safe Person Assessments and LearnPro modules, maintaining practical and theoretical skills.
- Support and mentor new firefighters and officers, ensuring they understand the Firefighter Apprenticeship Programme and their responsibilities.
- Complete two off-station training exercises, addressing local risks.
- Train for high-rise incidents using aerial capability.
- Conduct Site-Specific Risk Inspections (SSRI) and water surveys, using CFRMIS and Provision of Risk Information System (PORIS) to improve response effectiveness.
- Strengthen collaboration with NWAS and enhance JESIP links.
- Familiarise with key locations and specialisms to optimise response efficiency.

Operational Response

We will:

- Respond promptly and professionally to incidents, maintaining high standards for Attendance Times, Alert to Mobile, and IRS completion.
- Collaborate with partners like the Coastguard and Southport Offshore Rescue to ensure effective responses to water and beach incidents.
- Work with Lancashire FRS stations to plan joint exercises and familiarisation visits.
- Follow all Service Instructions, Standard Operating Procedures, and Guidance to provide a professional service.
- Maintain safety standards, prevent accidents, and promote a safety culture by reporting Near Miss incidents via OSHENS.
- Ensure driving standards, including emergency response and low-speed manoeuvres, are upheld and improved through training.
- Maintain appliance cleanliness, readiness, and availability to high standards.

Prevention & Protection

We will:

- Target the most vulnerable in our community by collaborating with partners and using local knowledge to conduct Home Fire Safety Checks.
- Run Community Reassurance Campaigns in the most at-risk areas.
- Support National Safety Campaigns throughout the year by working with partners and communities.
- Deliver Prevention Talks in schools, youth centres, and sheltered accommodation to promote safety.
- Engage with Fire Cadets to maintain our commitment to youth engagement.
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote workplace safety and reinforce Fire Safety Legislation.
- Assist with implementing the new CFRMIS Protection System by completing allocated Site-Specific Risk Information and SOFSA within the station area.

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Kirkby Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

185
75
26
12
110
83
6
100%
92.4%

284
77
29
13
207
149
9
Lower
95%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

31
2076
1246
24
12
80
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress.
- Work closely with local housing authorities to ensure that our crews are best prepared to provide a swift and effective response should it be required.
- Carry out Site Specific Risk information visits/ revisits, as required ensuring key risk information is accurate. Imbed the new SSRI system as a means of informing Crews of Hazards and Risk.
- Maintain key skills, core competencies and utilise the annual training planner to ensure Operational readiness. Confirm and develop competency by utilising Learnpro and Safe Person Assessments to assess and record performance.
- Complete familiarisation training and maintain competency and skills in relation to being a support station for the Mass Decontamination Unit.
- Plan and carry out at least two off Station exercises/training events at local risk venues including COMAH sites and industrial premises where possible to test and maintain operational effectiveness.

Operational Response

We will:

- Ensure Alert to Mobile, Standards of Fire Cover and IRS completion standards are met.
- Actively promote a positive Health and Safety culture. Encourage and support reporting of near miss incidents to prevent future accidents/incidents.
- Maintain service PPE to the highest possible standards.
- Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability.
- Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and Information notes to ensure the highest levels of response.
- Contribute to organisational learning by conducting debriefs and sharing learning from incidents and exercises through Operational Assurance Department.
- Continue to develop firefighter apprentices through operational exposure and mentoring at incidents.

Prevention & Protection

We will:

- Proactively target the most vulnerable in our community by working with our partners, using local intelligence and the status report to carry out Home Fire Safety Checks.
- Carry out Community Reassurance Campaigns in our most vulnerable areas.
- Support National Safety Campaigns throughout the year working with our partners and communities.
- Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace.
- Work closely with our Protection colleagues to drive down Unwanted Fire Signals.
- Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/landowners to reduce risk
- Firefighters will support community-based initiatives at a local level. They will support projects in conjunction with partners, that will help them achieve their objectives and have a beneficial impact on the local Community.

Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**

Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Prescot Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

346
112
56
14
234
191
8
85.4%
92.3%

348
116
47
20
232
184
28
Lower
95%

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

59
1862
1117
24
12
80
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

We will:

- Maintain competence by attending all required core skills courses at our Training and Development Academy.
- Deliver training to Mass Decontamination Unit support stations and develop the instructor cadre in line with National Resilience Key Performance Indicators. Train and maintain the skills associated with the MDU to national standards.
- Understand local risks by completing SSRI (Site Specific Risk Inspections) provided by Operational Intelligence, based on current risk level and re-inspection date. Complete a PORIS (Provision of Operational Risk Information) assessment Prior to each SSRI to assess risk level still applies. If any new sites are identified carry out a PORIS assessment to determine if an SSRI is required.
- Maintain key skills, core competencies and utilise the annual training planner to ensure Operational readiness. Confirm and develop competency by utilising Learnpro and Safe Person Assessments and utilising the OPS system to assess and record performance of managers at incidents.
- Complete two off station Training Exercises, at local risk venues including residential High Rise properties and rural locations where possible to test and maintain operational effectiveness.

Operational Response

We will:

- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
- Undertake regular on-station training in line with the Operational training calendar ensuring quality assurance via Station Manager audits and complying with Service procedures, Command guides and information notes to ensure the highest levels of response.
- Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability and conduct regimented testing to ensure longevity of resources.
- Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
- Ensure Operational Assurance products such as case studies, incident notes and significant incident reports are observed by staff and utilised to improve Firefighter Safety and efficiency of response.
- Ensure staffing and skillsets are appropriate to the MDU provision.

Prevention & Protection

We will:

- Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting HFSC's.
- Prioritise our Prevention work so that we are able to target the most vulnerable persons or "at risk" groups and work with local community partners to promote in areas of high social deprivation.
- Carry out regular Quality Assurance of HFSC's by Station Managers to ensure high standards are being maintained and all available support partners are utilised. This will include incorporation of the CFRMIS Home Safety module.
- Support local community groups and housing providers to promote our HFSC strategy including reassurance campaigns in High Rise premises, prevention talks in Sheltered Accommodation, Schools and rural areas plus organised community events to maximise effectiveness.
- Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/ land owners to reduce risk.
- Carry out SOFSA visits to enhance Fire Protection standards in Commercial premises
- Support and promote the King's Trust to assist disadvantaged young people to realise their true potential through engagement, inclusion and team building

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Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.

Our Aims: To Protect, Prevent, Prepare and Respond.



MERSEYSIDE
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St Helens Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

Estimated Performance
2024/25

Targets
2025/26

All Fires
All Primary Fires
Accidental Dwelling Fires (ADFs)
Deliberate Vehicle Fires
All Secondary Fires
Anti-social Behaviour Fire (ASBs)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

536
132
59
19
404
341
7
95.1%
96.4%

731
157
58
24
574
429
39
Lower
95%

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Utilise our Aerial Capability to train and plan around incidents in High Rise Buildings.
- Work with Preparedness on the implementation of a new Stinger/Scorpion Appliance for the station.
- Complete all core skills courses at our Training and Development Academy.
- Utilise the Station Training Planner to complete all Safe Person Assessments and Learnpro modules to maintain theoretical and practical skills.
- Encourage and develop new firefighters and new ranks to become competent and confident in their roles.
- Complete two off station Training Exercises, highlighting local risks.
- Understand local risks by completing Site Specific Risk Inspections (SSRI) and work towards utilising the new PORIS (Provision of Risk Information System) software to enhance this information being gathered.
- Complete Hydrant Surveys for the station area including review of water supplies for industrial and commercial areas.
- Maintain all competencies against HAZMAT and Foam capability through education and training to maintain technical skills.
- Improve service awareness of the specialist assets at St Helens through familiarisation sessions.

Operational Response

We will:

- Ensure Alert to Mobilisation standards are maintained (1.9 minutes) plus 10-minute response standards to all incidents as detailed in the IRMP.
- Maintain and develop our excellent Health and Safety culture within the workplace, train and develop our staff to recognise and act upon Near Misses and Safety Observations to maintain the highest possible standards and keep accidents and injuries to an absolute minimum. Maintain and service PPE to the highest possible standards.
- Continue to undertake On Station Training in line with Service Themes, which will be Quality Assured by Station Managers.
- Maintain a service wide response to High Rise buildings, in terms of responding to incidents and reassurance of the community.
- Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.
- Maintain Operational Appliances and equipment to the highest standards for Operational effectiveness and availability whilst conducting regimented testing to ensure longevity of resources.
- Conduct cross border training days with GMFRS to ensure understanding of interoperability and improve working relationships.
- Maintain staffing levels to provide specialist response.

Prevention & Protection

We will:

- Actively target the most vulnerable in our Community by working with our partners and use local knowledge to carry out leafleting or Home Fire Safety Checks.
- Carry out Community Reassurance Campaigns in our most vulnerable areas.
- Continue to support and protect the over 65s cohort within our communities.
- Support National Safety Campaigns throughout the year working with our partners and communities.
- Carry out Prevention Talks in places such as Schools, Youth Centres, Sheltered Accommodation to promote our safety messages.
- Make inroads into the rural community to reassure and educate them and pass on our safety message.
- Work with local businesses and complete Simple Operational Fire Safety Audits (SOFSA) to promote safety in the workplace and to reinforce Fire Safety Legislation.
- Utilise Prevention officers and local partners to identify areas of ASB and liaise with property/ land owners to reduce risk.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

76
3200
1920
48
12
190
2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2025/26:

Site Specific Risk Information (SSRIs)
Home Fire Safety Checks
HFSCs delivered to over 65s (60% of HFSCs)
Waste & Fly Tipping
Prevention Talks
Simple Operational Fire Safety Assessments
Off Station Exercising
Community Events

76
3200
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2
13

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.



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People

We will:

- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
- Support the Firefighter Apprenticeship programme through mentoring, training, development and observation on station.
- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
- Review performance and identify future development needs through the appraisal system.
- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"

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Newton-le-Willows Community Fire Station

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

All Fires	Estimated Performance 2024/25	Targets 2025/26
All Primary Fires	95	128
Accidental Dwelling Fires (ADFs)	44	44
Deliberate Vehicle Fires	25	18
All Secondary Fires	4	5
Anti-social Behaviour Fire (ASBs)	51	84
AFA's in Non Domestic Premises	44	62
% ADF No Smoke Alarm	3	8
Alert to Mobile	90.5%	Lower
	89.6%	95%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Understand Local Risks and Site Specific Risk Information (SSRI) Process
 - Crews will manage local risks by completing Site Specific Risk Inspections (SSRIs) provided by Operational Intelligence, based on risk levels and re-inspection dates.
 - Before each SSRI, a PORIS (Provision of Operational Risk Information) assessment will confirm if the risk level remains valid. If new sites are identified, a PORIS assessment will determine if an SSRI is needed.
 - Crews will also carry out water surveys during SSRIs to ensure adequate water supplies for firefighting.
 - Training & Operational Readiness
 - Crews will plan and deliver training with multi-agency partners, focusing on risks such as Sankey Valley Industrial Estate and rural locations.
 - Key skills and competencies will be maintained through the annual training planner, E-Learning, Safe Person Assessments, and performance reviews using the OPS system.
 - National Resilience & Interoperability
 - Newton-le-Willows will ensure the High-Volume Pump (HVP) remains operationally ready for local and national deployments.
 - Crews will train regularly, work with GMFRS & CFRS on joint exercises, and complete two off-site training exercises in 2025-2026 to enhance operational effectiveness.

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Marine Rescue Unit

Community Risk Management Plan 2025/26

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs) Level 3, 4, 5	Annual Target 2025/26:
Prevention Campaigns	53
Community Station Visits	12
Off Station Exercising	6
	6

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Operational Preparedness

- We will:
- Plan, prepare and exercise against identified risks within the station area. Particular attention will be paid to The Top 12 risks on the River Mersey.
 - Attend and assess Hazardous areas to gather SSRI information to inform our response and identify risks.
 - Attend all core and risk critical training.
 - Measure and confirm competencies against Learn pro and SPA.
 - Identify and familiarise all staff with high risk areas within the River Mersey.
 - Maintain compliance with the declared facility agreement by ensuring qualifications are kept up to date and that our boats are inspected and maintained periodically.

Operational Response

- We will:
- Continue to maintain the core skills, safety critical training and central course attendance required by the Crew member/Team Leader role.
 - Complete all required Safe Person Assessments and theoretical training as designated by the monthly planner.
 - Work with neighbouring stations to train effectively and complete off site exercises appropriate to the topography and risk within the area.
 - Assure high standards of PPE, adherence to procedures and safe working at operational incidents.
 - Ensure high standards of emergency response are maintained and developed through coaching and exposure.
 - Ensure response times are effectively met.

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27	2,450
Site Specific Risk Inspections	Home Fire Safety Checks
70	Simple Operational Fire Safety Assessments

People

We will:

- Promote awareness of the importance of mental health & wellbeing. Promote occupational health support including signposting staff to services such as counselling and EAP, where appropriate.
- Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
- Develop our people via continued engagement to deliver a professional service, which has a positive impact on our communities and workplace.
- Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
- Develop and support personnel at all rank levels to be the best they can be and identify and support potential managers for the future, including coaching and mentoring.
- Review performance and identify future development needs through the appraisal system.
- Promote a healthy lifestyle amongst personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the FRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"



MERSEYSIDE

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53	12
Site Specific Risk Inspections	Prevention Talks
6	Community Station Visits

People

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MERSEYSIDE

FIRE & RESCUE

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Fire Control

Community Risk Management Plan 2025/26

Outcomes

are the impact our actions have on the community such as reducing incidents.

96 % of 999 calls answered within 10 seconds
Process life risk calls within 90 seconds

Outcome targets are based on 5yrs data

Outputs

are the quantifiable things we deliver to improve outcomes.

SPA's Exercises
Practical Training Sessions
E-Learning Packages

We aim by the delivery of these outcomes to achieve reductions in death and injuries in our communities.

Estimated Performance
2024/25

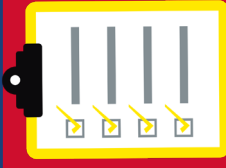
98%
79 seconds

Targets
2025/26

Above 96%
Below 90 seconds

Annual Target
2025/26:

175
8
9
1225



175
SPA's



1225
E-Learning Packages

9

Practical Training Sessions

Operational Preparedness

We will:

- Review and revise SOPS and E-learning packages.
- Implement a collection of practical training scenarios.
- Continue to support the Command Strategy to ensure staff know how to be effective commanders.
- Participate in command assessments and validations.
- Complete reflective logs to ensure Continual Professional Development (CPD)
- Support the implementation of National Operational Guidance into MFRS.
- Support and participate in multi-agency training and exercise programme.
- Maintain efficiency and effectiveness of National Resilience response, ensuring NR core skills acquisition training and maintenance of competency is completed and assured.

Operational Response

We will:

- Contribute to the Attendance Standard - We will answer 96 % of 999 calls within 10 seconds
- Average Time Taken to Process a Life Risk Call by Fire Control within 90 seconds
- Continue to embed new technologies within Fire Control to enhance efficiency and effectiveness of operational response of incidents.
- Support and contribute to the introduction of Enhanced mobilisation to enhance response times.
- Continue to adapt features of the Media Wall within primary control to maximise efficiency and aid mobilising.
- Embed AURA, dynamic cover tool to allocate resources effectively.
- Incorporate collaborative working with Time and Resource Management.

Prevention & Protection

We will:

- Support local or seasonal campaigns such as Winter Warm, Sheltered Housing, Operation Banger and Older Person's Day.
- Respond to and protect those affected by criminal activity through target hardening visits, offering care, advice and referral to partner agencies.
- Identify and reduce resource demands such as unwanted alarm signals through advice and joint working.
- Continue to enhance situational awareness between Fire Control and Operational personnel during High Rise incidents using the Evacuation Guidance Template, ensuring staff regularly train and exercise to maintain competency.
- Undertake regular training, to ensure staff are competent and confident to deliver home fire safety advice and complete relevant referrals following control room contact.

People

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**MERSEYSIDE
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SERVICE**

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