

Service Delivery Plan

April 2026 - March 2027



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 2026/27.

This Plan brings together in one document Merseyside Fire and Rescue Authority's plans and priorities for 2026/27 including our Community Risk Management Plan-(CRMP) 2024-27 published in October 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.

Our new state of the art Training and Development Academy which opened in May 2024 has enabled the Service to increase overall training provision by 50% in 2025, and has also provided training to national and international partners.

We played a key role in responding to several high-profile major incidents, including the tragic Southport attacks in 2024, periods of civil disturbance and the Liverpool Football Club parade incident in 2025. These incidents were challenging and distressing for the communities affected and for our staff. Our response demonstrated effective command, professionalism and coordination, helping to maintain public reassurance and confidence during very difficult circumstances

In September and October 2025, the Service welcomed His Majesty's Inspectorate of Constabulary and Fire & Rescue Services for our fourth full

inspection, at the time of writing we are waiting for our inspection report.

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 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 will be asking staff to complete the survey again during 2026/7.

We hope you enjoy reading about our plans for the next year and whatever challenges or opportunities 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 VISION

OUR PURPOSE

OUR AIMS

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

We are bold	We are professional
Embracing new ideas to build on the confidence and trust the community place in us.	Always giving our best to be the best we can be.

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
- By looking after and supporting 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 major town centres 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 Minority Ethnic origin.

Photo: a fire engine next to the
Liver Building



Sefton
Population: 282,745
Land Area: 216 sq km
Homes: 130,804
Roads: 619 miles
Ranked 80 out of 317 local authority areas in the IMD 2019.

Wirral
Population: 324,852
Land Area: 220 sq km
Homes: 151,547
Roads: 756 miles
Ranked 58 out of 317 local authority areas in the IMD 2019.

Knowsley
Population: 159,243
Land Area: 86 sq km
Homes: 70,170
Roads: 374 miles
Ranked 13 out of 317 local authority areas in the IMD 2019.



St Helens
Population: 185,982
Land Area: 136 sq km
Homes: 85,411
Roads: 462 miles
Ranked 46 out of 317 local authority areas in the IMD 2019.

Liverpool
Population: 503,740
Land Area: 162 sq km
Homes: 229,863
Roads: 894 miles
Ranked 9 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 2026/27 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. You can read it here: <https://www.merseyfire.gov.uk/about/finance-and-accounts/>

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.



Photo: a firefighter cutting the door off an upside down car



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

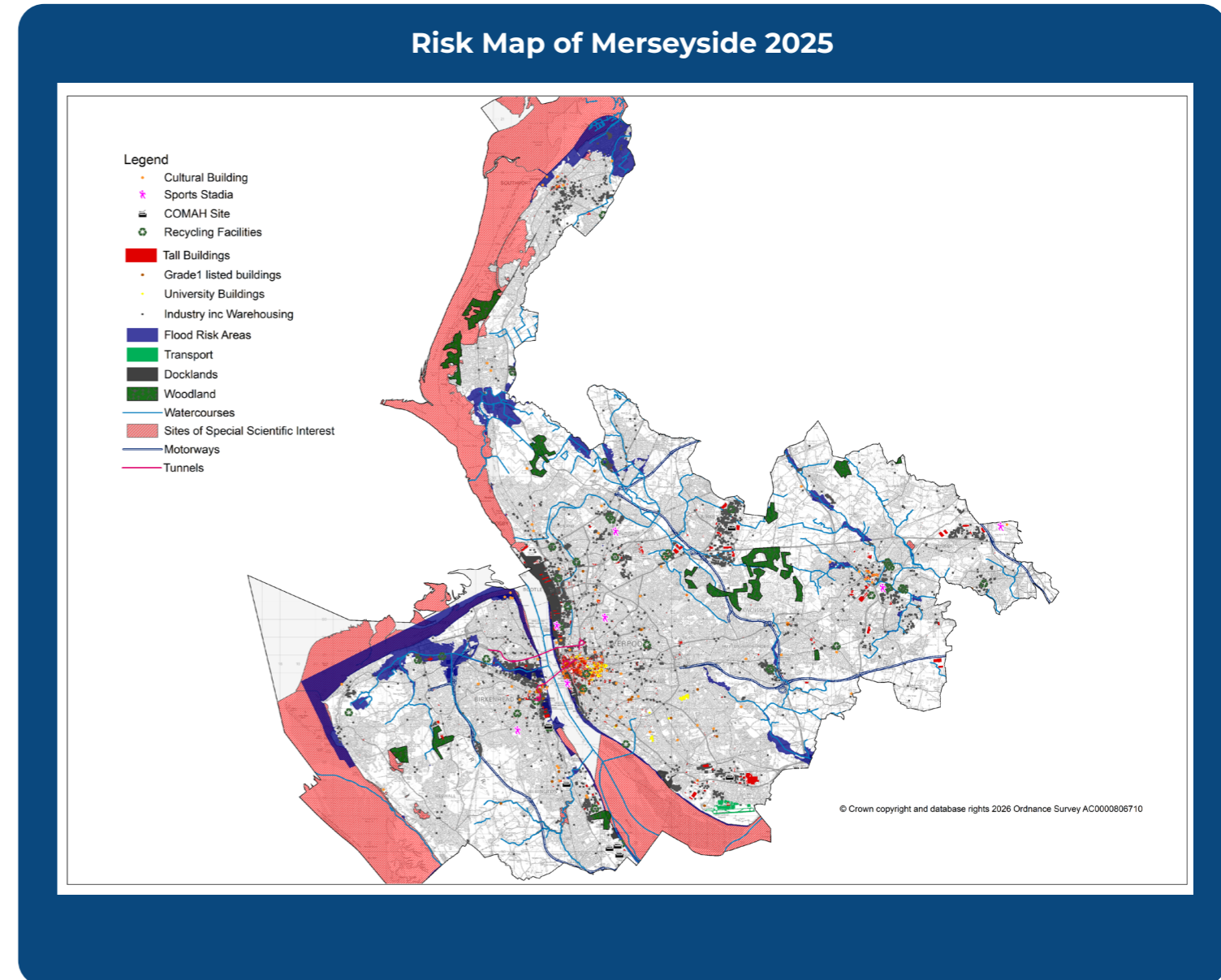
These are the six high impact areas (identified using the NSRA and local community risk register) that we have established because of the impact they can have on the community and on our Service. They tend to occur less often, but take a large amount of firefighters and equipment to deal with them when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

During the life of this plan we will be completing our Emergency Cover Review and start work on our next Community Risk Management Plan.

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.

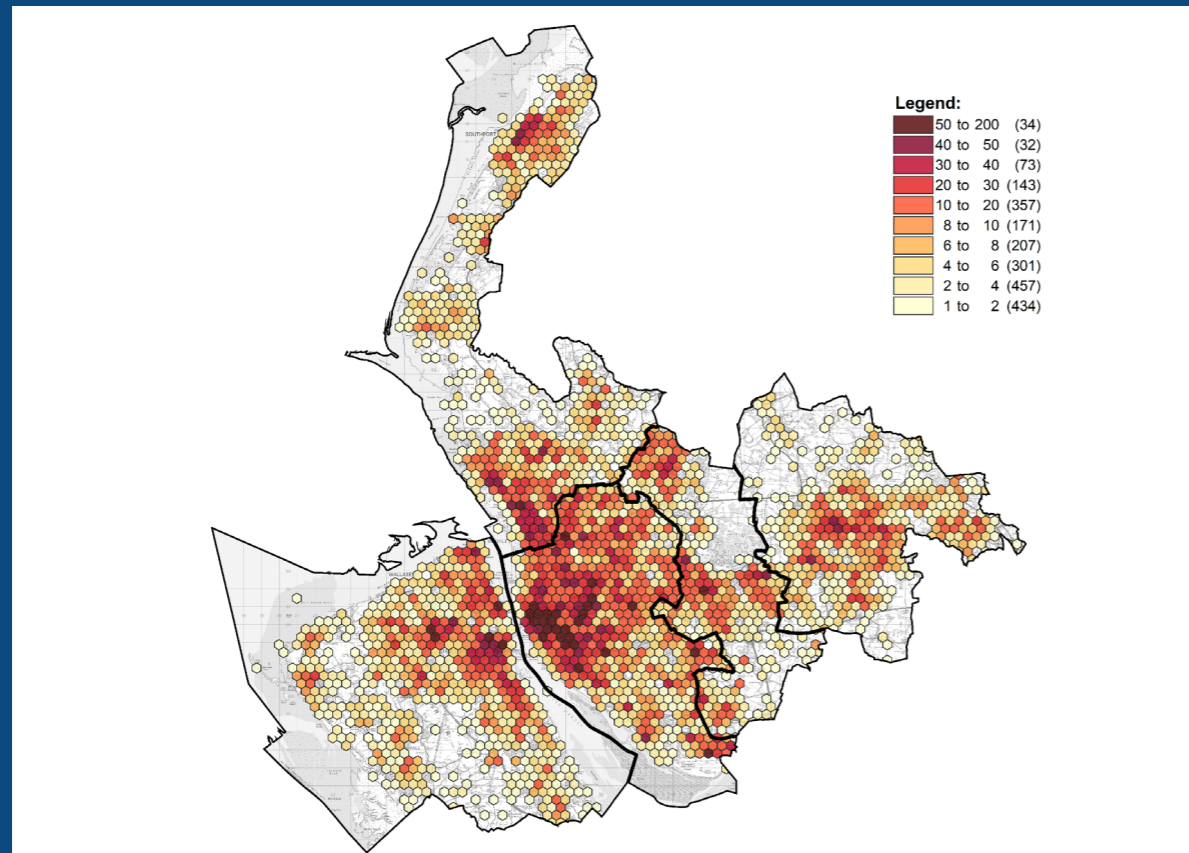
To ensure we can respond appropriately to these risks we will have operational plans for these places, ensuring we have the right people, with the right equipment in the right place at the right time.

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 2025 and it shows that incidents aren't evenly spread across Merseyside:

Map Identifying Incident Density During 2025



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 2025 (Calendar Year)

	Day	Night	Total
Count	12627	6505	19132
Proportion	66.0%	34.0%	100%

All Incidents Attended by Half Hour Period During 2025 (Calendar Year)

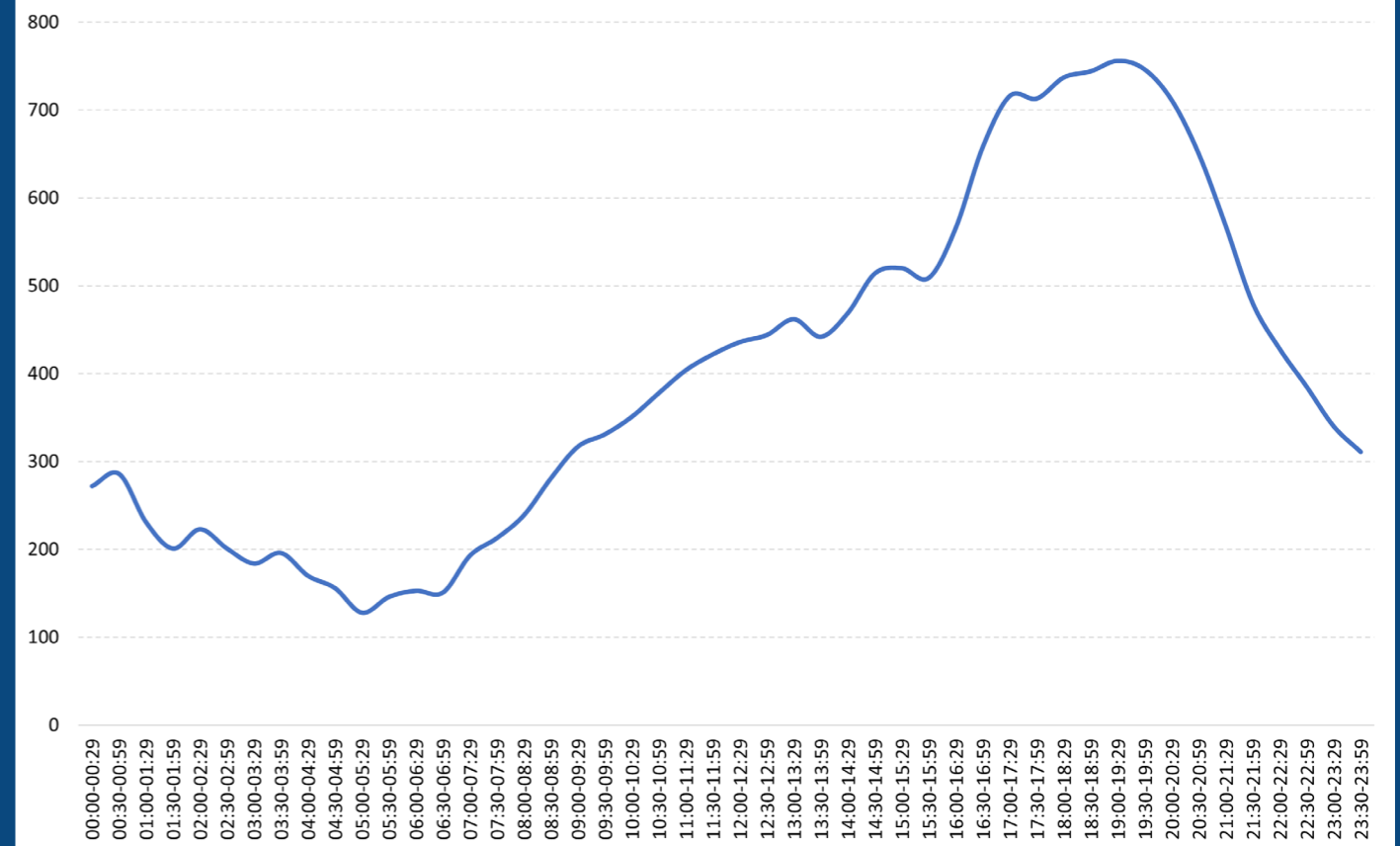


Photo: three firefighters practicing a mud rescue



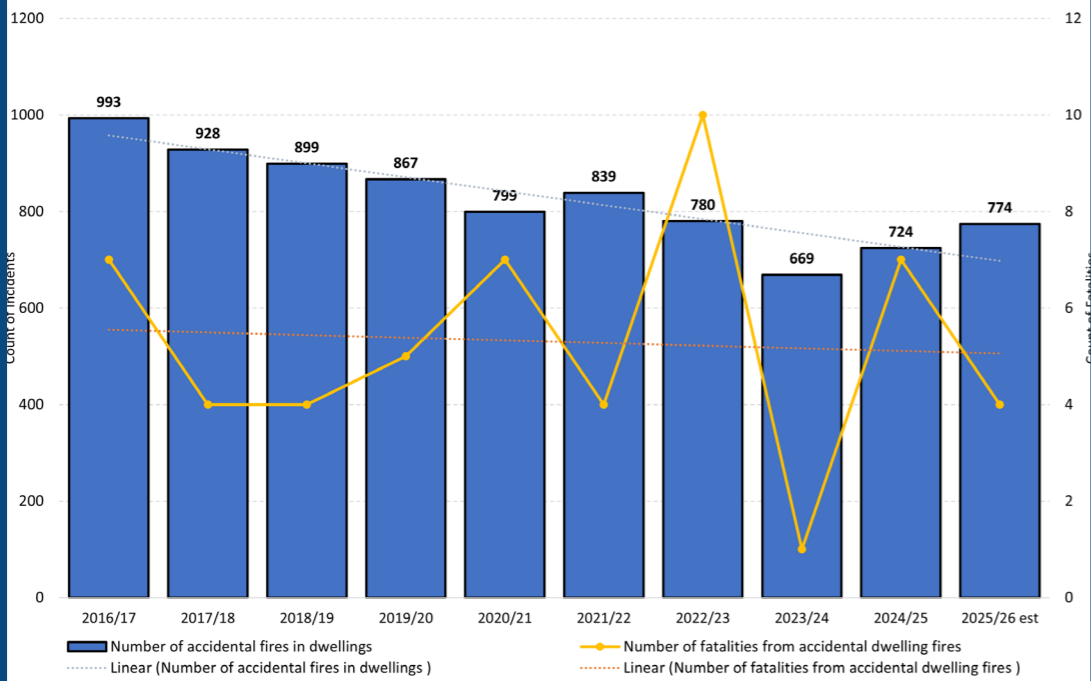
Vulnerability in Merseyside

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 the addresses where people over 65 live 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.

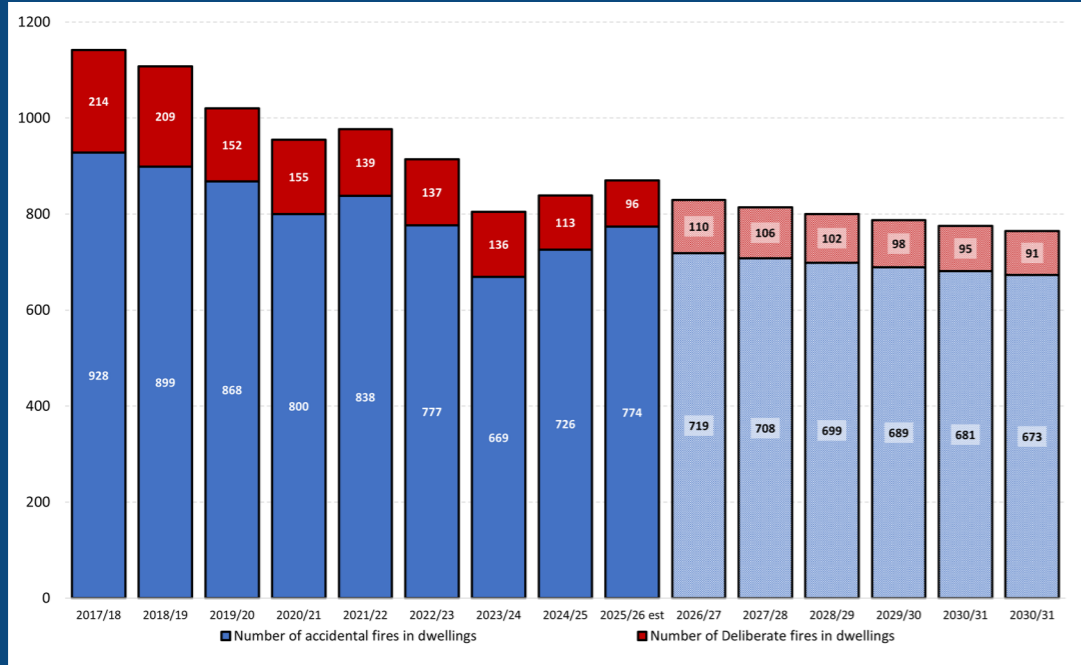
The graphs below show the success of our Prevention activities showing how the number of both deliberate and accidental dwelling fires have fallen and are projected to fall in the future. We also use this information to help us plan for the future.

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

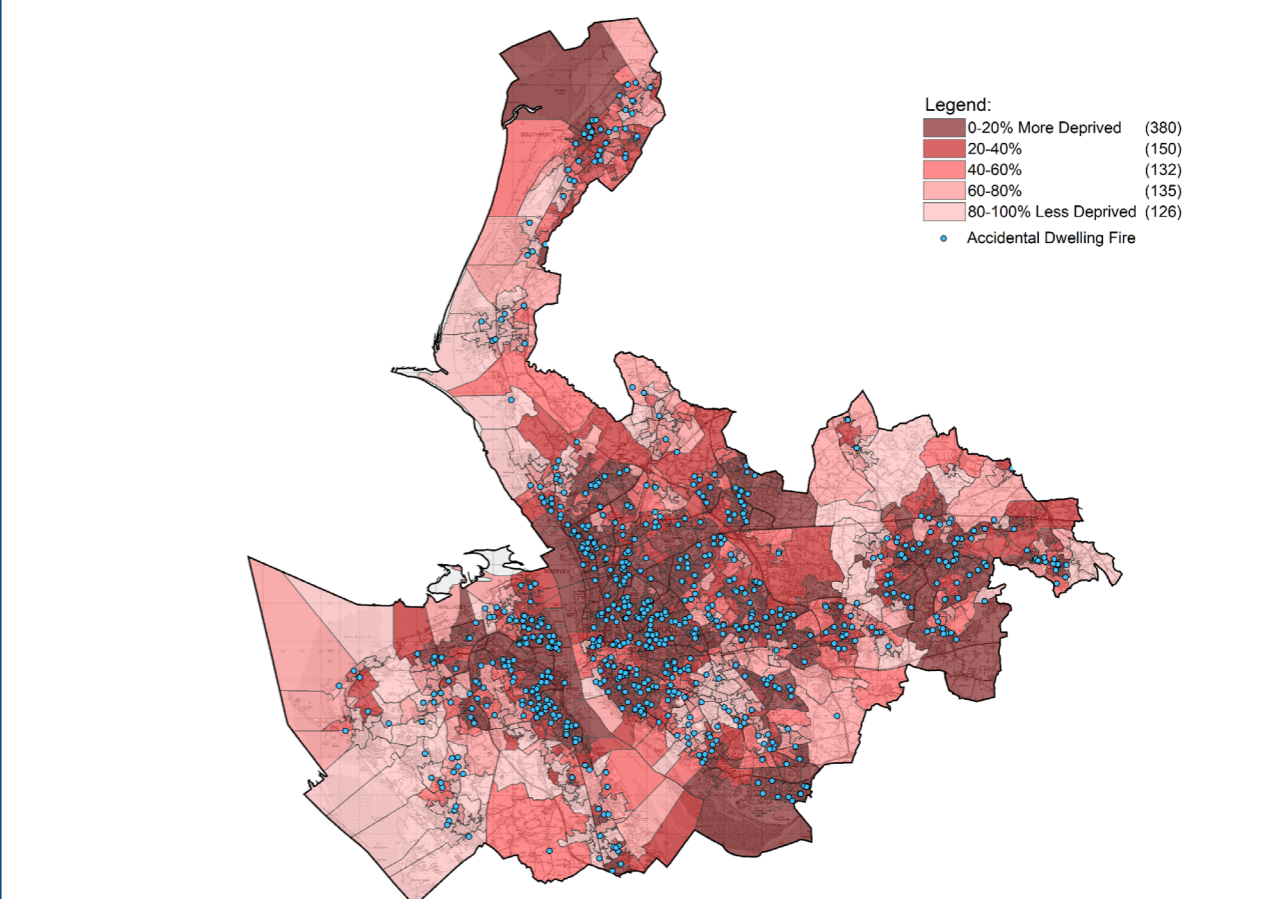
Accidental Dwelling Fires and Fatalities Between 2016/17 & 2025/26



Accidental Dwelling Fires Actual and Projected



Accidental Dwelling Fires Attended During 2025 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, plus 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. 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 have gone further in our current Community Risk Management Plan (CRMP) by increasing our fire engines to 34. We continue to run two firefighter training courses each year.

By being innovative and demanded to help us use the money we have differently our Community Risk Management Plan 2024/27 sees us build on our 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 services we deliver are:

Preparing for emergencies

It is important that Merseyside employees 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.

Our planning helps us deal with all foreseeable fire and rescue risks using the Community Risk Register and Merseyside Resilience Forum (MRF), alongside our Community Risk Management Plan and Corporate Risk Register.

With our new Training and Development Academy (TDA) now open, operational, safety and command training has increased by 50% since June 2024. The TDA delivers high-quality training for MFRS employees and other organisations. This also helps work with partner organisations such as other emergency services. We train for our highest risks including:

- Fires in large buildings
- Terrorist related incidents
- Marine incidents
- Wildfire Incidents
- Flooding Incidents
- Fires at recycling and waste processing plants.

MFRS provides specialist services for high-risk incidents (some of which happen very rarely) such as marauding terrorist attacks, Urban Search and Rescue (USAR), flooding, wildfire and marine operations. For example, we've recently added to the equipment we use for water rescue incidents with sonar and underwater camera systems, extended-reach poles and FASTY - a self-propelled, remote-controlled lifebuoy system.

The information we use to help us plan for and respond to incidents (operational intelligence) follows national guidance and is continually improving. For example we have developed a new risk data methodology, delivered a new way of providing building and site risk information that will help firefighters when they attend incidents and our Community Fire Risk Management Information System (CFRMIS) to strengthen the availability and quality of that information.

Investment in our vehicles, equipment and technology is driven by what we learn from our operational incidents and national developments, supported by business continuity and exercising arrangements. Collaboration with Merseyside Police, North West Ambulance Service and Merseyside Resilience Forum partners ensures we are all ready and prepared to work together effectively when needed. interoperability, shared learning and consistent preparedness.

MFRS is the only UK service rated Outstanding by His Majesty's Inspectorate for major incident response across all inspection rounds. Looking ahead, continued investment in training, specialist skills, fleet, digital systems and multi-agency working will ensure MFRS remains ready to meet emerging risks and protect the communities we serve.



Photo: three MRU crew members on the boat during a helicopter exercise

Responding to emergencies

Our 21 community fire stations and 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.



Photo: a firefighter cutting into a door



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 Government 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.

We have responsibility for National Resilience Assurance making sure other Fire and Rescue Services can use the equipment provided efficiently, the management, coordination and delivery of training and the management of the maintenance contract, so National Resilience assets are always fit for purpose and ready for use when required by 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

Merseyside Fire & Rescue Authority provides the strategic leadership for UK International Search and Rescue (UK ISAR), through Chief Fire Officer Searle.

On behalf of the UK Government, UK ISAR delivers a specialist search and rescue response to major disasters around the world. The team provides expertise in collapsed structures and Urban Search and Rescue (USAR), as well as flood response, wildfire support and other weather-related emergencies. UK ISAR can deploy globally (excluding conflict zones) and offers a flexible range of response options depending on the nature of the incident.

UK ISAR was first classified by the United Nations INSARAG in 2005 and has successfully maintained and strengthened that status through reclassifications in 2009, 2016 and most recently in November 2023. The team is recognised as one of the leading INSARAG-classified Heavy USAR teams worldwide and plays an active leadership role within the UN search and rescue community.

In addition to emergency response, UK ISAR supports international capacity-building programmes. In 2025 this included work in Malawi, Kenya, Saudi Arabia and Tajikistan, with further deployments planned in 2026.



Photo: two search and rescue firefighters working in a rubble pile

Photo: a Prevention worker taking details from a resident



Preventing fires and other emergencies

Our prevention activities focus on safety:

People

- Home Safety
- High risk and vulnerable adults

Place

- Community Safety Partnerships
- Arson reduction
- Road safety and water safety

Youth Education

- Beacon Project for younger children
- Fire Cadets
- King's Trust personal development programmes

Our Priorities:

People – Home Safety/High risk vulnerable adults department:

- Reduce accidental dwelling fires and associated death and injury using data to help us target the most vulnerable and at risk people and keep them safe.

- Reach into existing and emerging communities as an active, engaged and welcomed stakeholder to reduce the risk of fire and other emergencies.

Place – Community Safety department:

- Work with Community Safety Partnerships to reduce arson and anti-social behaviour in higher demand areas.
- Work with Merseyside Road Safety Partnership to improve road safety and reduce deliberate vehicle misuse.
- Work with partners in the Merseyside Water Safety Forum to improve public safety and promote the safe use of our waterways.

Youth Education:

- Deliver high quality Youth Education programmes from 'cradle to career'.
- Work with the Merseyside Violence Reduction Partnership to deliver Youth Education which will help reduce antisocial behaviour and serious violence.



Each year our fire crews carry out 50,000 home safety 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 led 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.

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 and we make sure that our staff know how to spot safeguarding issues and take the correct action to protect people. We 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.



Photo: two firefighters completing business safety checks

Protecting people and buildings from fire

The Protection function improves the safety and wellbeing of the communities of Merseyside by reducing risks and incidents in the built environment. We do this by education and regulation of those responsible for keeping buildings safe, encouraging people to adopt safer behaviours and delivering proportionate and robust fire protection activities.

Our competent protection staff target premises in line with our risk-based inspection programme, using data to target effectively. We plan by adapting to the diverse and changing needs of the community, making sure that services are equitably available to all. We use our legal powers in accordance with the Regulators Code, to take effective enforcement action where compliance is not demonstrated. Furthermore, we aim to support businesses by providing clear guidance, working with them to improve standards of safety, ultimately aiming to help the local and national economy to grow.

We collaborate with other agencies such as regional fire and rescue services (FRS), local authorities, the Care Quality Commission and Merseyside Police and where appropriate, share resources to deliver efficiency and effectiveness.

This can involve formal arrangements such as the Primary Authority Scheme (PAS) or the Liverpool City Plan. More recently, we are working closely with the Liverpool City Region Combined Authority as part of a Government-led initiative to remove dangerous cladding from medium and high rise buildings.

The way we work means we are ready to deal with matters arising from local, regional and national scale incidents and events. This stands us in good stead when working in collaboration with partners and stakeholders on matters such as the recommendations arising from the Grenfell Tower fire inquiry.

We allocate our people, and their respective skill sets appropriately to address current risks, plan and anticipate future risks and inform medium to longer term needs. Modern Buildings, particularly those with engineered solutions, are designed to assist our firefighters. Through our team's technical knowledge of these facilities and the expertise of our planning and building regulations team, we will provide relevant fire safety training to operational crews and other internal stakeholders in order to enhance their capabilities.



Photo: firefighters lined up at their Pass Out ceremony



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 (on our website)** 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 have an excellent record of sound budget management. Through our Medium-Term Financial Plan (MTFP), we clearly set out how services will be delivered, supported by prudent financial management and the efficient, economic, and effective use of resources.

We receive funding from Central Government grants, local business rates, and Council Tax contributions. Our investment decisions are guided by an understanding of community risk, demand, and vulnerability, with a strong focus on achieving value for money.

We remain dedicated to delivering high-quality services and rapid emergency response to ensure the safety of our communities. In common with the wider public sector, the Authority has navigated a challenging economic climate for over a decade. Despite experiencing real-terms budget reductions of approximately 50% since 2003, we have successfully managed evolving risks and demand through decisive action. Maintaining this resilience has, however, necessitated significant structural changes, including the reduction of our frontline workforce from over 1,000 to 620 firefighters and a decrease in our fleet from 43 to 26 fire engines in 2019.

In recent years, we have taken decisive steps to strengthen our capacity and resilience. This includes increasing our workforce to 642 firefighters and expanding our fire engine fleet to 34, improving our ability to respond to foreseeable and specialist risks.

The 2026/2027 Budget continues to build on that strong foundation with further prudent investment in the Service being proposed:

- Investment in Personal Protective Equipment (PPE): We are investing in new Breathing Apparatus and essential ancillary components. This includes a full upgrade of our Technical Rescue Ensembles, encompassing specialised helmets, tunics, trousers, and footwear.
- Investment in Fleet and Rescue Equipment: The Authority is scheduled to take delivery of six new fire appliances during the 2026/2027 financial year. Simultaneously, all heavy-duty cutting equipment will be replaced to ensure peak operational performance and enhanced anti-theft security.
- Training and Competence Assurance: We are expanding our investment in specialist training and professional assurance. This includes funding for bespoke equipment, consumables, and modernised protective clothing.
- Support Services and HR: Strengthening our internal support by adding HR and Occupational Health resources and launching apprenticeships in Procurement and Communications to build future talent.
- Strategic Establishment Review: The budget provides the necessary provisions to review the Establishment, ensuring alignment with job evaluation standards and mitigate challenges of recruitment, retention, and organisational expansion.





- **Digital Infrastructure:** Improving digital systems and information technology facilities across the Authority.
- **Estate Modernisation:** We are committing further funding to improve our facilities, including a total makeover of Kirkby Fire Station in 2026/2027. These refurbishments will ensure our stations are welcoming for everyone while introducing modern systems to manage contaminants and keep our firefighters safe.
- **Strategic Energy Investment:** The Authority is dedicating £2 million reserve to a solar panel rollout and decarbonisation project. This strategic "invest-to-save" initiative provides a hedge against energy market volatility, delivering an initial £150,000 in annual savings, rising to a sustained £250,000 reduction in revenue expenditure from 2028/2029.

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.

The Community Risk Management Plan (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.

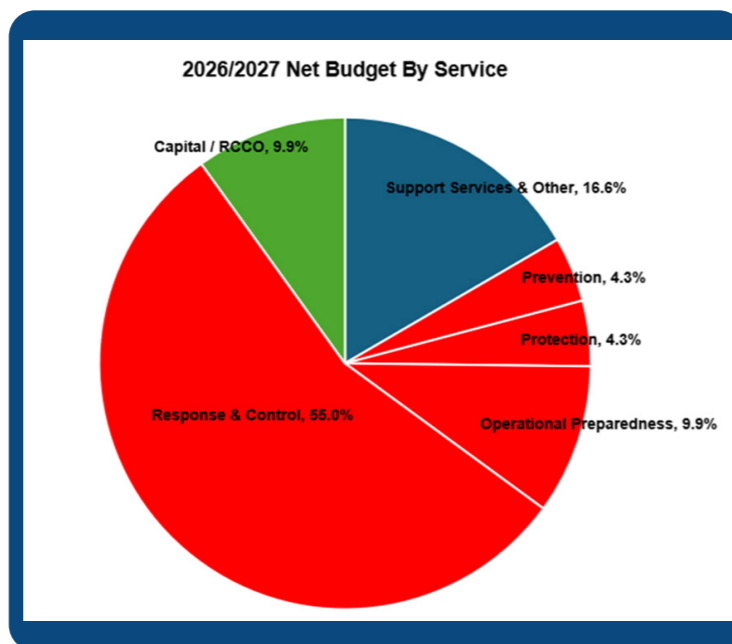
The pie chart below shows that most expenditure, 55.0%, is allocated to emergency and specialist response (Response & Control); in addition, 9.9% goes on preparing for emergencies (Operational Preparedness); and 4.3% on Protection (legislative fire safety); and 4.3% on Prevention.

Therefore, 73.5% of all expenditure is allocated to "front line" services (which includes Prevention and Protection).

The 9.9% allocated to capital costs relates mainly to previous investment in "front line" assets, fire stations, vehicles and equipment.

The remaining 16.6% 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.

Our **Medium-Term Financial Plan** provides more information about our finances.



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 emailing foiteam@merseyfire.gov.uk

For 2026/27, 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 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 2025/26

	Benchmark Key Performance Indicators	Performance 2024/25	Target 2025/26	Estimated Performance 2025/26	Status
TO00	Total number of emergency calls received	21185	Quality Assurance	24433	Not Applicable
TC01	Total number of incidents attended	17788	18717	19461	Target missed
TC02	Total number of fires in Merseyside	5412	6117	6831	Target missed
TC03	Total number of primary fires attended	1656	1828	1752	On target
TC04	Total number of secondary fires attended	3756	4289	5079	Target missed
TC05**	Total number of special services attended	5378	Quality Assurance	5207	Not Applicable
TC06	Total number of false alarms attended	6998	7022	7423	Target missed
TR08*	Attendance standard – first attendance of an appliance at a life risk incidents in 10 mins	96.20%	90.0%	96.50%	On target
TD09	The % of available shifts lost to sickness absence, all personnel	4.43%	4%	5.30%	Target missed
TE10	Total carbon output of all MFRS buildings	48.5	65	33.5	On target
Fires in the home					
DC11	Number of accidental dwelling fires	724	758	757	On target
DC12	Number of deaths in accidental dwelling fires	7	6	4	On target
DC13	Number of injuries in accidental dwelling fires attended	56	65	51	On target
DC14	Number of deliberate dwelling fires in the home (in occupied properties)	100	122	89	On target
DC15	Number of deliberate dwelling fires in the home (in unoccupied properties)	13	16	7	On target
DC16	Number of deaths in deliberate fires in the home	0	1	2	Target missed
DC17	Number of injuries in deliberate fires in the home	8	8	15	Target missed

^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 2024/25	Target 2025/26	Estimated Performance 2025/26	Status
Fires in non-domestic properties					
NC11	Number of deliberate fires in non-domestic properties	28	39	32	On target
NC12	Number of accidental fires in non-domestic properties	142	146	151	Target missed
Small, vehicle and antisocial behaviour fires					
AC11	Number of deliberate vehicle fires attended	210	291	260	On target
AC12	Number of accidental vehicle fires attended	236	233	224	On target
AC13	Number of deliberate anti-social behaviour fires (small)	2641	2846	3207	Target missed
AC14	Number of accidental small fires attended	1115	1443	1872	Target missed
AC15	Number of 'other' primary fires attended	203	223	236	Target missed
Road traffic collisions					
RC11	Number of road traffic collisions (RTC) attended	741	Quality Assurance	712	Quality Assurance
RC12	Number of injuries in road traffic collisions attended	262	Quality Assurance	254	Quality Assurance
RC13	Number of fatalities in road traffic collisions attended	8	Quality Assurance	12	Quality Assurance
RC14	New: Number of killed & seriously injured (KSI) in RTCs across Merseyside. <i>Based on partnership data</i>	453	Quality Assurance	498	Quality Assurance
RC16	New: Number of KSIs affecting 15-20 age group - <i>Based on partnership data</i>	56	56	63	Target missed
False alarms					
FC11	The number of false alarm calls due to automatic fire alarm equipment in Non-Domestic properties	566	565	589	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	2389	2485	2345	On target
FC13	Total number of false alarms attended discounting False Alarm Good Intent	3102	Quality Assurance	3095	Quality Assurance
FC22	Number of Malicious False Alarms attended	147	127	163	Target missed
FC23	Number of False Alarm Good Intent attended	3896	Quality Assurance	3333	Quality Assurance
Staff sickness and injuries					
WD11	% of available shifts lost to sickness absence per wholetime equivalent Grey book (operational) personnel	4.98%	4%	5.64%	Target missed
WD12	% of available shifts lost to sickness absence per wholetime equivalent Green and Red book (non uniformed) personnel	3.64%	4%	4.81%	Target missed
WD13	Total number of operational staff injuries	38	55	42	On target

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



Comments on estimated performance indicators where the target has been achieved

DC11, 14 and 15 Fires in the home: Our extensive work to prevent fires in the home has continued to have a positive impact on the number of accidental fires which are expected to meet our target for the year. This is despite us seeing an increase in fires that started externally to the home but then spread. Some of these incidents are likely to be down to an increase in outdoor living and we have altered our home fire safety checks to take account of these emerging risks.

In relation to DC14 (number of deliberate fires in the home - occupied properties) and DC15 (number of deliberate fires in the home - unoccupied properties), we have seen a significant improvement in performance. Our estimated performance for 2025/26 is 89 incidents in occupied properties and 7 in unoccupied properties. This compares favourably with the previous year's figures of 100 and 13 respectively, representing a reduction across both categories.

DR23 Alert to Mobile in under 1.9 minutes: Fire crews continue to achieve the Alert to Mobile performance indicator with a 95.5% achievement. This fine performance contributes to our excellent Attendance Standard.

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 96.6% of occasions, well above the target.

DC12 Number of deaths in accidental fires in the home: The number of deaths in accidental dwelling fires has reduced from seven last year to an estimated four this year. While this represents a positive improvement, every loss of life is a tragedy, and we remain committed to working with our communities and partners to prevent fire-related harm wherever possible.

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

TC02 Total number of fires attended: The total number of fires attended this year (6855) is an increase on the previous year when 5412 fires were attended; an increase of 1443 fires. This increase is mostly limited to the hot, dry Spring and Summer period where incidents including Accident Dwelling Fires and Secondary Fires were elevated due in part to the dry conditions.

TD09 % of available shifts lost to sickness absence, all personnel: Sickness absence is estimated at 5.39%, 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 as well as sickness epidemics including Flu and winter vomit bugs, though moving forward, the way we manage sickness absence is being reviewed and we provide a wide range of occupational health services including new initiatives such as pain management and mindfulness clinics for staff.

*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 2026/27

KPI Ref	Description	Proposed target 2026/27
Summary/Benchmark Key Performance Indicators		
T000	Total number of emergency calls received	Quality Assurance
TC01	Total number of incidents attended	18676
TC02	Total number of fires in Merseyside	5874
TC03	Total number of primary fires attended	1725
TC04	Total number of secondary fires attended	4149
TC05	Total special service calls attended	Quality Assurance
TC06	Total number of false alarms attended	7531
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	725
DC12	Number of fatalities from accidental fires in the home	6
DC13	Number of injuries from accidental fires in the home	53
DC14	Number of deliberate fires in the home in occupied properties	107
DC15	Number of deliberate fires in the home in unoccupied properties	15
DC16	Number of deaths occurring in deliberate fires in the home	1
DC17	Number of injuries occurring in deliberate fires in the home	10
Fires in non domestic properties		
NC11	Number of deliberate fires in non-domestic properties	37
NC12	Number of accidental fires in non-domestic properties	149



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 CRMP includes plans 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 Home Office on the programme to refresh the current National Resilience assets.
- Working towards achieving Net Zero by 2040

KPI Ref	Narrative	Proposed Target 2026/27
Small, vehicle and anti-social behaviour fires		
AC11	Number of deliberate vehicle fires in Merseyside	250
AC12	Number of accidental vehicle fires attended	231
AC13	Number of deliberate anti-social behaviour small fires in Merseyside	2701
AC14	Number of accidental small fires attended	1448
AC15	Number of 'other' primary fires attended	211
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	571
FC12	New: The number of false alarm calls to due smoke alarm actuation in Domestic Properties where Call Source is an alarm receiving centre	2361
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 2026/27

Functional Plans are produced by each of our main departments. We use them for internal planning and also include strategic key deliverables as actions in this Service Delivery Plan. CRMP objectives and HMICFRS inspection areas for improvement are addressed as action points in the Functional Plans alongside other organisational priorities.

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).

Strategic action 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 aims to provide 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 strategic actions from our Functional Plans for 2026/27 are included in the Service Delivery Plan actions at section 6.1.

5.3 Station Plans 2026/27

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.

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	New HFSC off Status Report	Prevention Talks	SOFSA (Simple Operational Fire Safety Assessments)	Off Station Exercises	Community Events
1369	50076	30046	264	2240	42	273

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 2026/27 are attached to this Plan.



6.1 Service Delivery Plan Actions 2026/27

As explained in the section 5.3, we have identified the Service’s priorities. Some fit within the criteria of the CRMP and others sit outside it, 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

- Deliver a Joint Capability Day, bringing together key partners to demonstrate, share and enhance understanding of each organisation's operational capabilities
- Explore the introduction of technical rescue personal protective equipment and updated service uniform

Operational Response

- Explore new and emerging technologies/software to improve Operational Response
- Introduce measures to maximise appliance availability
- Completion and delivery of the Emergency Fire Cover Review
- Continue to reduce exposure to fire contaminants in line with National Fire Chiefs Council guidance
- Review of Operational Assurance processes supported by an academic review from a Liverpool University study, acting on any subsequent recommendations
- Develop and implement enhanced firefighting tactics and operational capabilities to improve safety, effectiveness and incident outcomes

Prevention

- Oversee the transition of the Heritage Centre into MFRS and consider how we develop a world class education and heritage centre (dependent on the dissolution of the charity and the transfer of assets to MFRS)
- Join antisocial behaviour and water safety principles to develop a water safe Merseyside, using flexibility through Service Delivery in line with seasonal variations
- Deliver both arson and home safety virtual reality video packages for publishing on the MFRS website

Protection

- Progress the remaining learning points and recommendations identified from the Grenfell Tower Inquiry Phase 1 & 2 report
- Undertake a review and evaluation of the arrangements in place for the Service’s provision of its drone

Photo: two firefighters completing a rope rescue on a cliff face



People & Organisational Development (POD)

- Introduction and utilisation of artificial intelligence within HR in partnership with Data and Technology department.
- Review the structure of Equality, Diversity and Inclusion (EDI) department
- Introduction of externally delivered leadership and management development

Strategy & Performance

- Enhance relationships and engagement with diverse communities
- Deliver an integrated data and technology service to support Service objectives
- Deliver effective Planning, Inspection and Performance Management processes that contribute to positive outcomes – Embed organisation-wide service improvement processes and action planning
- Consider and implement the recommendations from the Service’s Route map to Net Zero – the installation of renewable energy sources – PV panels and decarbonisation of heating systems

Finance

- Following the evaluation during 2025/26, an upgrade to the financial management information application is required to take place during the 2026/27 financial year
- Review and implement a new electronic automated Special Service call form. This would be used by Officers in Charge (OIC's) at various chargeable special service incidents. The proposed outcome would result in a purpose-built e-form available in the Community Fire Risk Management Information System (CFRMIS)
- Progress the procurement of the capability assets managed service contract as National Resilience Lead Authority



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 2026 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

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.

In September and October 2025 the Service received its fourth full inspection. At the time of writing we were waiting for the publication of the final report and this section will be updated when we receive that report.



Photo: two firefighters extinguishing a demo car fire



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.

Photo: two firefighters smiling at their Pass Out ceremony



Photo: a firefighter getting equipment off a fire engine



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 purpose 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 October 2024.

From August to December 2025 we consulted with the public about our progress so far on the CRMP. The outcomes from that consultation will be included in the planning for our CRMP 2027/30.



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
CBT	Crew Based Training
CBRN(e)	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

FOI	Freedom of Information
FSEC	Fire Service Emergency Cover (incident codes)
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 Majesty's Inspectorate of Constabulary 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



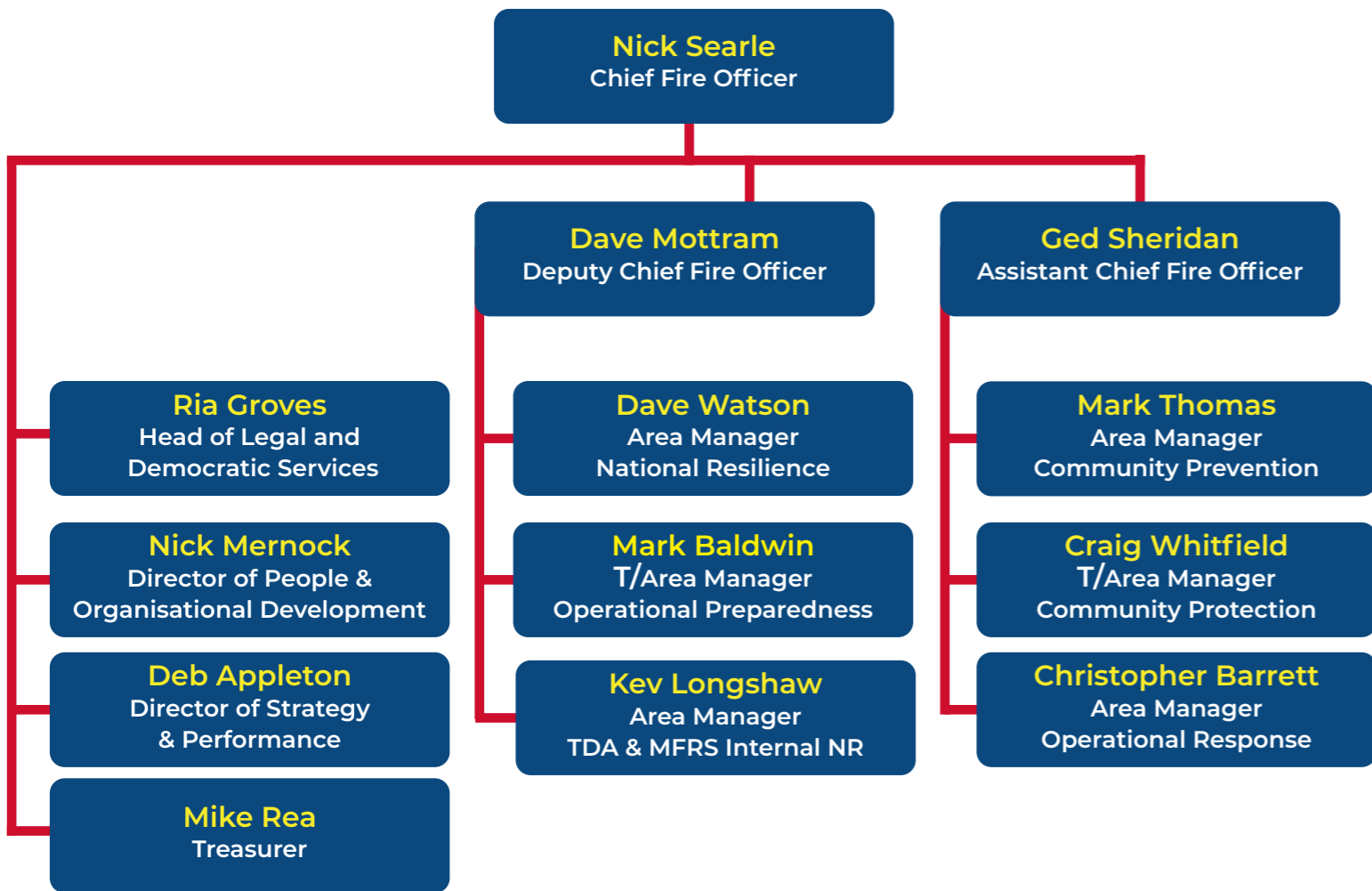
LJMU	Liverpool John Moores University
LLAR	Low Level of Activity and Risk
LPI	Local Performance Indicator
MARAC	Multi Agency Risk Assessment Conference
MFRA	Merseyside Fire and Rescue Authority
MFRS	Merseyside Fire and Rescue Service
MRF	Merseyside Resilience Forum
MTA	Marauding Terrorist Attack – specialist response
MTFP	Medium Term Financial Plan
MVRP	Merseyside Violence Reduction Partnership
NEBOSH	National Examining Board for Occupational Health and Safety
NFCC	National Fire Chiefs Council
NJC	National Joint Council
NOG	National Operational Guidance
NOL	National Operational Learning
NR	National Resilience
NRA	National Risk Assessment
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
SOFA	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 - Prescot

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 2026/27

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2026/27:

87
3200
1920
48
12
135
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
Engagement Sessions

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

Estimated Performance
2025/26

343
118
37
18
225
98
22
76%

99.3%

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)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan and prepare exercises against MTA and flood response capabilities, using both our Training & Development Academy (TDA), and local and off-site venues.
- Train to maintain all competencies against Marauding Terrorist Attack (MTA), flood & technical skills.
- Plan, prepare and exercise against identified risks within the station area.
- Measure and confirm competencies against MerseyFire Learn and Safe Person Assessments (SPAs).
- Maintain core competencies by attending scheduled training at the TDA.
- Attend and assess premises to gather Site Specific Risk Information (SSRI) to inform our response and identify risks.
- Liaise with other stations in particular station Liverpool City and Bootle and Netherton to identify risks on the station boundary including the high rise and the Port.
- Strengthen our partnership with district Protection teams, ensuring we support complex Site-Specific Risk Information (SSRI) visits effectively.

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.
- Ensure 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:

- 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 (SOFSAs), improving fire safety standards in commercial premises.
- Identify premises using PIP 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.

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 2026/27

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)
AFAs in Non Domestic Premises
% ADF No Smoke Alarm
Alert to Mobile

Outcome targets are based on 5yrs data

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target
2026/27:

167
900
540
48
12
190
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.

Estimated Performance
2025/26

272
79
24
2
193
62
33
86.7%

98.2%

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 (PORS) 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.
- We will conduct post incident welfare checks for personnel involved in traumatic or high stress situations, ensuring timely access to support and peer assistance.
- Work in conjunction with Liverpool Protection when reporting or resolving local risk issues.
- Continue to assess & monitor emerging local developments such as the new Liverpool Royal Hospital, student accommodation & shopping complexes.
- Carry out water surveys when conducting SSRI visits and ensure hydrant faults are reported in timely manner to ensure operational effectiveness
- Maintain high standards of appliance care including regular cleaning, equipment testing & fault reporting.
- Conduct joint risk review sessions with neighbouring stations to share intelligence on local risks and hazards.

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 offsite venues to develop staff on the skill sets associated with the Combined Platform Ladder
- Respond with the incident command unit to enhance interoperability and decision making during complex incidents.

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 (SOFSAs) 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 Purpose: Here to Serve. Here to Protect. Here to keep you safe.

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

87
3,200
135

Site Specific Risk Inspections

Simple Operational Fire Safety Assessments

People

- Promote awareness of the importance of mental health wellbeing and encourage all to monitor and signpost themselves/their colleagues to counselling/Occupational Health/Employee Assistance Programme, where appropriate
- Positively promote and engage with the Critical Incident Stress Management process.
- 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 and off station
- Develop and support personnel at all rank levels to be the best they can be, identifying and supporting potential managers for the future
- 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 ED&I within the FRs and the wider communities we serve
- Contribute to Service Positive Action via signposting to "District Have a Go Days"



MERSEYSIDE
FIRE & RESCUE
SERVICE

167
900
190

Site Specific Risk Inspections

Simple Operational Fire Safety Assessments

People

- Promote awareness of the importance of mental health wellbeing and encourage all to monitor and signpost themselves/their colleagues to counselling/Occupational Health/Employee Assistance Programme, where appropriate
- Positively promote and engage with the Critical Incident Stress Management process.
- 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 and off station
- Develop and support personnel at all rank levels to be the best they can be, identifying and supporting potential managers for the future
- 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 ED&I 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 hybrid system, including explanation of the staffing requirements & retained elements.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Kensington Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	226	87.5%
All Primary Fires	95	96.7%
Accidental Dwelling Fires (ADFs)	52	
Deliberate Vehicle Fires	5	
All Secondary Fires	131	
Anti-social Behaviour Fire (ASBs)	81	
AFA's in Non Domestic Premises	10	
% ADF No Smoke Alarm		90.0%
Alert to Mobile		28

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 (TDA).
 - Carry out on station training utilising a themed approach taken from the Station Training Planner, undertaking all Safe Person Assessments (SPA's) modules and MerseyFire Learn modules within timeframes.
 - Continue to utilise PORIS (Provision of Risk Information System) software for risk information gathering as well as completing allocated Site-Specific Risk Information (SSRI) inspections. We will also continue to assess & monitor emerging local development.
 - Build knowledge and understanding of Highrise premises, tactics for dealing with fires in high rise buildings and undertake regular familiarisation visit.
 - Undertake two off station training scenarios, utilising due for renewal SSRI locations to develop new relationships and realistic incident scenarios.
 - Continue to develop Incident Command Unit and Combined Platform Ladder skills to provide resilience for the service.

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

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.
 - Identify, report & prevent waste & fly tipping & the adverse effect it has on the community by reporting & utilising internal systems & support to notify partners.
 - 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.



MERSEYSIDE
FIRE & RESCUE
SERVICE

Speke/Garston Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	279	100%
All Primary Fires	74 <td>92.5%</td>	92.5%
Accidental Dwelling Fires (ADFs)	39	
Deliberate Vehicle Fires	11	
All Secondary Fires	205	
Anti-social Behaviour Fire (ASBs)	150	
AFA's in Non Domestic Premises	3	
% ADF No Smoke Alarm		90.0%
Alert to Mobile		17

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. (SOFSA)
 - For larger premises we will conduct a more in-depth visit and update our records as necessary.
 - Embed the PORIS (Provision of Risk Information System) as part of risk information gathering,
 - 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 centers, factories and processing plants.
 - 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.

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 Community Risk Management Plan (CRMP).
 - 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.

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	259
Home Fire Safety Checks	73
HFSCs delivered to over 65s (60% of HFSCs)	26
Waste & Fly Tipping	15
Prevention Talks	186
Simple Operational Fire Safety Assessments	139
Off Station Exercising	17
Community Events	
	90.0%

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

Prevention & Protection

- We will:
 - Utilise demographic data and statistics so that we are best placed to understand and recognise our local community whilst conducting Home Fire Safety Checks (HFSC).
 - 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.
 - 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.

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



MERSEYSIDE
FIRE & RESCUE
SERVICE

38

Site Specific Risk Inspections

2,161

Home Fire Safety Checks

80

Simple Operational Fire Safety Assessments

Annual Target 2026/27:	38
2161	
1297	
48	
12	
80	
2	
13	

79

Site Specific Risk Inspections

1,969

Home Fire Safety Checks

95

Simple Operational Fire Safety Assessments

Annual Target 2026/27:	56
1969	
1181	
24	
12	
195	
2	
13	

38

Site Specific Risk Inspections

2,161

Home Fire Safety Checks

80

Simple Operational Fire Safety Assessments

- People**
- We will:
 - Be true to our values; serving the public with courage, integrity and compassion.
 - To invest in our workforce and encourage continued professional development.
 - Monitor, promote and support the physical and mental health of our personnel through regular health screening and awareness to maintain a healthy, functional workforce and achieve expected attendance levels.
 - Embrace and promote Equality, Diversity and Inclusion both in the workplace and the community through prevention work, community room use and staff education.
 - Support ED&I calendar events, webinars and celebration months.
 - Embed the culture of coaching and mentoring within station staff to ensure our people can achieve satisfaction within the workplace and be the best that they can be.

Toxteth Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	318	325
Accidental Dwelling Fires (ADFs)	120	105
Deliberate Vehicle Fires	52	51
All Secondary Fires	16	14
Anti-social Behaviour Fire (ASBs)	198	186
AFA's in Non Domestic Premises	100	143
% ADF No Smoke Alarm	11	28
Alert to Mobile	93.1%	90.0%
	93.5%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Utilise PORIS (Provision of Risk Information System) and SSRI (Site Specific Risk Information) software for information gathering; prioritised on risk category and due date.
 - Maintain all operational competencies by attending all TDA (Training and Development Academy) allocated core training.
 - Complete 2 off-site exercises, at known risks within the station area.
 - Complete 100 percent of all allocated SPA (Safe Person Assessments) and MearseyFire Learn modules.
 - Continue to strengthen links with the highest risk stakeholders within the station area and conduct joint training.
 - Ensure consistent high standards of appliance cleanliness, readiness and availability.
 - Train and familiarise with specialist assets held at separate locations to ensure efficiency in response.
 - Integrate and train 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:
- Complete daily/monthly training in line with the station training planner.
 - Maintain core skills through 100% completion of SPA's.
 - Attain a minimum performance of 85% during monthly audits.
 - Maintain 95% against performance indicator DR23 Alert to mobile in 1.9 mins and TR08 attendance to life risk incidents within 10 mins.
 - Increased vigilance and completion of near-miss reports where appropriate.
 - Ensure the correct use, maintenance and recording of PPE (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.
 - Conduct thorough and in-depth HFSC's (Home Fire Safety Checks) ensuring that we refer vulnerable persons to relevant departments.
 - Carry out reassurance campaigns in the residential high-rise blocks within ours and neighboring station areas.
 - Continually aim to increase the percentage of HFSC's to over 65's using the status report.
 - Link in with youth engagement within the Community and via Firefit Hub and support the development of the King's 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.
 - Identify and Report Non-Compliance: Actively identify and report any non-compliant buildings during our daily activities, supporting the Risk-Based Inspection Program.
 - Collaborate with Protection Teams: Strengthen our partnership with district Protection teams, ensuring we conduct complex SSRI visits effectively.
 - Work with local businesses and complete a Simple Operational Fire Safety Assessment (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.

Old Swan Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	314	330
Accidental Dwelling Fires (ADFs)	118	109
Deliberate Vehicle Fires	64	49
All Secondary Fires	15	19
Anti-social Behaviour Fire (ASBs)	196	221
AFA's in Non Domestic Premises	132	161
% ADF No Smoke Alarm	4	37
Alert to Mobile	89.7%	90.0%
	95.8%	

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 can respond quickly and effectively.
 - Continue to embed Provision of Risk Information System (PORIS) Site Specific Risk Information(SSRI) 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 Training & Development Academy (TDA) to develop skills further and ensure all personnel are fully trained to meet emerging risks.
 - Ensure that our training on station compliments the core training aligned to National Operational Guidance. Completing MerseyFire Learn and Safe Person Assessments (SPA's) to provide a robust maintenance of competence.
 - Integrate and train with new cobra cold cutting technologies resulting in a more dynamic, safe and effective response to a wide range of emerging risks.
 - Work with Estates to establish a training tower and develop the Breathing Apparatus (BA) hazard to ensure all our firefighters have the ability to maintain and update their skills.

Operational Response

- We will:
- Ensure that we maintain and improve our Key Performance indicators for alert to mobilization within 1.9 minutes and attendance times as detailed in the Community Risk Management Plan (CRMP).
 - Ensure that the workplace Health & Safety culture is maintained to ensure the Health, Safety and Welfare of all employees working from Old Swan Community Fire Station.
 - Be proactive in identifying and reporting all workplace near misses and safety observations to reduce incidents to as low as reasonably practicable.
 - Maintain operational appliances and equipment to the highest standards, to provide the best response to the community.
 - Undertake off-station exercises periodically throughout the year to challenge and develop the station staff and management.
 - Embrace the implementation of the new Cold cutting equipment to provide an alternative response to identified risks and emerging technologies.
 - Continue to provide an additional resource on a 30 minute recall to duty for times of elevated demand.

Prevention & Protection

- We will:
- Utilise the data provided to us through strategy and performance to identify key hotspots and demographics and target accordingly with prevention activities.
 - Continue to prioritise the most "at risk" individuals for early intervention and signposting to key partner agencies.
 - Continue to support local community groups and sheltered accommodation as part of our Home Fire Safety Checks (HFSC) strategy to reduce the instances of fire in elderly age groups and areas of high deprivation.
 - Work with emerging technology organisations to ensure appropriate legislation is adhered to.
 - Engage with protection response officers and prevention advocates to protect the most vulnerable members of our community.
 - Ensure that SOFSA visits are carried out in line with the CRMP and to ensure that Protection standards in commercial premises are suitable and sufficient.

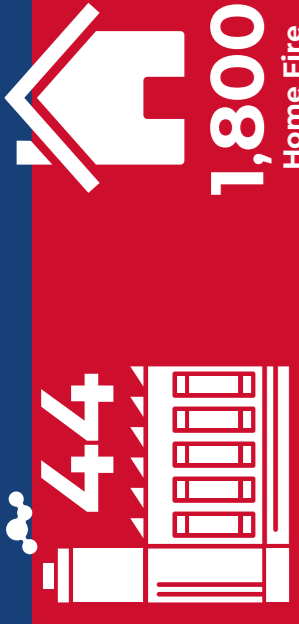
Our Vision: To be the best Fire & Rescue Service in the UK. **One team, putting its communities first.**
Our Purpose: Here to Serve. Here to Protect. Here to keep you safe.
Our Aims: To Protect, Prevent, Prepare and Respond.

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Annual Target 2026/27:
Home Fire Safety Checks	1800
HFSCs delivered to over 65s (60% of HFSCs)	1080
Waste & Fly Tipping	24
Prevention Talks	12
Simple Operational Fire Safety Assessments	80
Off Station Exercising	2
Community Events	13

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



44 Site Specific Risk Inspections

1,800 Home Fire Safety Checks

80 Simple Operational Fire Safety Assessments

Simple Operational Fire Safety Assessments

People

- We will:
- Support our staff who have been affected directly or indirectly by attendance at critical incidents.
 - Identify and support any staff member who wishes to develop and seek promotion.
 - Set appraisal objectives to develop staff and complete appraisals within the specified timescales.
 - Identify and support Development Firefighters in the completion of their Apprenticeships through mentoring.
 - Manage absence levels in line with Service Policy.
 - Embed coaching and mentoring as a development aid.
 - Support positive action by delivery for potential new Firefighters from our underrepresented communities utilising awareness & Have a go Days, alongside Firefit hub.
 - Support and develop new drivers on station.
 - Maintain fitness levels through shift related physical training activities.
 - Promote a positive Health and safety culture to reduce Firefighter injuries and damage to Fire Service assets.



58 Site Specific Risk Inspections

2,248 Home Fire Safety Checks

95 Simple Operational Fire Safety Assessments

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 the employee assistance programme, where appropriate.
 - Support our staff who are involved in tragic incidents through the Critical Incident Stress Management system.
 - Continue to develop our people through career progression and enhanced training so that they reach their full potential.
 - Support the Firefighter apprenticeship program through mentoring, training and staff development whilst on station.
 - Engage with and develop supervisory managers at all stages of their career to ensure that they feel supported, developed and engaged, including signposting for future supervisory leaders.
 - Review performance regularly through staff engagement and monitoring of practical exercises including staff appraisals.
 - Promote a healthy lifestyle by ensuring staff have access to a well-equipped and maintained on site fitness facility.
 - Recognise the importance of a diverse workforce and promote the value of Equality, Diversity & Inclusion.
 - Ensure that all staff are aware of and maintain a positive image of the workplace through adhering to the National Fire Chiefs Council and Service Values and Behaviours



Belle Vale Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	232	179
Accidental Dwelling Fires (ADFs)	42	48
Deliberate Vehicle Fires	25	25
All Secondary Fires	0	5
Anti-social Behaviour Fire (ASBs)	190	131
AFA's in Non Domestic Premises	174	114
% ADF No Smoke Alarm	0	11
Alert to Mobile	80%	90.0%
	98.3%	

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Continue to identify, review and understand the risks within our station area. We will provide appropriate fire safety advice to owners and occupants and complete SOFSA for larger and higher-risk premises.
- Use the Provision of Risk Information System (PORIS) to apply risk scoring to premises. Where required, this will be supported by Site-Specific Risk Information (SSRI) inspections to strengthen operational risk knowledge and firefighter safety.
- Maintain and develop our skills and competencies by delivering training in line with the annual training planner, ensuring we remain operationally prepared and effective.
- Host, maintain and train with National Resilience assets, including the High-Volume Pump (HVP), working with support stations to sustain operational effectiveness.

Operational Response

We will:

- Meet/Alert to Mobilisation standards, in line with the Community Risk Management Plan (CRMP).
- Maintain and further develop a strong health and safety culture within the workplace. We will encourage our workforce to identify, report and act on near misses and safety observations, with the aim of keeping accidents and injuries to an absolute minimum. Personal Protective Equipment (PPE) will be maintained and serviced to the highest standards.
- Ensure operational appliances and equipment are maintained to maximise availability and effectiveness. This will include delivering practical training exercises, including an ENI exercise using the High-Volume Pump (HVP), to strengthen and promote this capability across the Service.
- Maintain all appliances, equipment and PPE to the highest standard to ensure operational readiness.

Prevention & Protection

We will:

- Use demographic data and local statistics to better understand our community. This will inform how we deliver Home Fire Safety Checks (HFSCs) and seasonal prevention campaigns.
- Target prevention activity towards the most vulnerable and at-risk individuals and groups. We will work with local community partners and fire safety advocates to focus activity in areas of higher social deprivation.
- Support local community groups and housing providers to promote our HFSC approach. This will include reassurance campaigns in high-rise premises, prevention talks in sheltered accommodation, schools and rural areas, and attendance at community events to maximise impact.
- Work with Prevention officers and partner organisations to identify areas affected by anti-social behavior. We will liaise with property and landowners to reduce associated fire risk.

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Annual Target 2026/27:
Home Fire Safety Checks	22
HFSCs delivered to over 65s (60% of HFSCs)	2450
Waste & Fly Tipping Prevention Talks	1470
Simple Operational Fire Safety Assessments	24
Off Station Exercising	12
Community Events	70
	2
	13

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

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	724	557
Accidental Dwelling Fires (ADFs)	155	168
Deliberate Vehicle Fires	57	53
All Secondary Fires	18	32
Anti-social Behaviour Fire (ASBs)	569	389
AFA's in Non Domestic Premises	405	253
% ADF No Smoke Alarm	26	64
Alert to Mobile	76.5%	90.0%
	95.2%	

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan and deliver exercises to test our Urban Search & Rescue (USAR), Marauding Terrorist Attack (MTA) and flood response capabilities, using both the Training & Development Academy (TDA) and a range of local and national off-site venues to provide realistic training environments.
- Strengthen operational readiness and maintain core competencies through scheduled training at the TDA, ensuring skills remain current in USAR, MTA, large animal rescue and heavy vehicle rescue.
- Visit premises to gather and update SSRI and PORIS information to inform operational response and identify hazards. Particular attention will be given to reviewing and maintaining the accuracy of risk information at University Hospital Aintree.
- Strengthen links with significant risk sites in our area, including Aintree Racecourse, both prisons and local heritage sites, to support training and familiarisation opportunities.
- Liaise with neighbouring stations to increase awareness of risks in adjoining station areas and support interoperability

Operational Response

We will:

- Ensure all aspects of operational response are conducted safely and in accordance with the training planner, while adhering to national and local policies, guidance, and procedures.
- Complete all designated Safe Person Assessments (SPAs) and required theoretical training as outlined in the monthly training planner.
- Maintain a minimum standard of 95% for alert-to-mobile time within 1.9 minutes and meet attendance standards by arriving at all life-risk incidents within ten minutes.
- Plan and participate in off-site exercises based on identified local and neighbouring risks.
- Promote a positive health and safety culture to reduce injury and damage to assets, effectively managing health and safety requirements.
- Maintain all appliances, equipment and PPE to the highest standard to ensure operational readiness.

Prevention & Protection

We will:

- Attend and complete all required Prevention activities to reduce risk 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 Home Fire Safety Checks (HFSCs) and joint working with partners in the 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, ensure compliance with legislation, and familiarise crews.
- Utilise PIPs to target and identify areas of antisocial behaviour and build-up of waste materials to reduce ASB fires.
- Look to support community-based initiatives and support Fire Cadets and the Beacon Project based at Station 19.

Aintree Community Fire Station

Community Risk Management Plan 2026/27

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



MERSEYSIDE
FIRE & RESCUE
SERVICE

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	724	557
Accidental Dwelling Fires (ADFs)	155	168
Deliberate Vehicle Fires	57	53
All Secondary Fires	18	32
Anti-social Behaviour Fire (ASBs)	569	389
AFA's in Non Domestic Premises	405	253
% ADF No Smoke Alarm	26	64
Alert to Mobile	76.5%	90.0%
	95.2%	

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Plan and deliver exercises to test our Urban Search & Rescue (USAR), Marauding Terrorist Attack (MTA) and flood response capabilities, using both the Training & Development Academy (TDA) and a range of local and national off-site venues to provide realistic training environments.
- Strengthen operational readiness and maintain core competencies through scheduled training at the TDA, ensuring skills remain current in USAR, MTA, large animal rescue and heavy vehicle rescue.
- Visit premises to gather and update SSRI and PORIS information to inform operational response and identify hazards. Particular attention will be given to reviewing and maintaining the accuracy of risk information at University Hospital Aintree.
- Strengthen links with significant risk sites in our area, including Aintree Racecourse, both prisons and local heritage sites, to support training and familiarisation opportunities.
- Liaise with neighbouring stations to increase awareness of risks in adjoining station areas and support interoperability

Operational Response

We will:

- Ensure all aspects of operational response are conducted safely and in accordance with the training planner, while adhering to national and local policies, guidance, and procedures.
- Complete all designated Safe Person Assessments (SPAs) and required theoretical training as outlined in the monthly training planner.
- Maintain a minimum standard of 95% for alert-to-mobile time within 1.9 minutes and meet attendance standards by arriving at all life-risk incidents within ten minutes.
- Plan and participate in off-site exercises based on identified local and neighbouring risks.
- Promote a positive health and safety culture to reduce injury and damage to assets, effectively managing health and safety requirements.
- Maintain all appliances, equipment and PPE to the highest standard to ensure operational readiness.

Prevention & Protection

We will:

- Attend and complete all required Prevention activities to reduce risk 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 Home Fire Safety Checks (HFSCs) and joint working with partners in the 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, ensure compliance with legislation, and familiarise crews.
- Utilise PIPs to target and identify areas of antisocial behaviour and build-up of waste materials to reduce ASB fires.
- Look to support community-based initiatives and support Fire Cadets and the Beacon Project based at Station 19.

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MERSEYSIDE
FIRE & RESCUE
SERVICE



2,450
Home Fire
Safety Checks

70

Simple Operational
Fire Safety Assessments

We will:

- Promote awareness of mental health and wellbeing, including encouraging the use of Occupational Health support. Where appropriate, staff will be signposted to available services such as counselling and the Employee Assistance Program (EAP).
- Actively promote the Critical Incident Stress Management (CISM) process to support staff will help maintain staff wellbeing and contribute to low absence levels.
- Develop our people through ongoing engagement, enabling them to deliver a professional service that has a positive impact on both our communities and our workplace.
- Review individual performance and identify future development needs through the appraisal process.
- Recognise and promote the importance of Equality, Diversity and Inclusion (EDI) within the Fire and Rescue Service and the communities we serve.
- Work in conjunction with the Armed Forces Network and support the Service's Gold Award under the Defense Employer Recognition Scheme.



3,200
Home Fire
Safety Checks

190


Simple Operational
Fire Safety Assessments

We will:

- Promote awareness of the importance of mental health and wellbeing. Promote occupational health support, including signposting staff to services such as counselling and EAP where appropriate.
- Positively promote the Critical Incident Stress Management process including annual Clinical supervision recognising that Station 19 has a significantly more exposure to critical incidents. These measures should help contribute to maintaining low absence.
- Develop our people through continued engagement to deliver a professional service that 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 among personnel through good nutrition and a physical fitness environment.
- Recognise and promote the value of EDI within the MFRS and the wider communities we serve.
- Contribute to Service Positive Action via signposting to District "Have a Go Days."

Birkenhead Community Fire Station

Community Risk Management Plan 2026/27



65 Site Specific Risk Inspections

2,161 Home Fire Safety Checks

95 Simple Operational Fire Safety Assessments

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2026/27:

65
2161
1297
48
12
95
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.

Estimated Performance 2025/26

442	383
112	108
52	47
11	22
330	275
236	188
1	19
72.7%	90.0%
97.4%	

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)
- AFAs in Non Domestic Premises
- % ADF No Smoke Alarm
- Alert to Mobile

Outcome targets are based on 5yrs data

Operational Preparedness

We will:

- Ensure all station training as indicated by the station training planner is completed.
- Maintain an excellent standard of readiness, cleanliness of the appliance, equipment and standards of dress.
- Carry out Site Specific Risk Information (SSRI) visits to allow our firefighters to be safe and effective when attending incidents.
- Liaise with the Contingency Planning department to forge better relationships and identify Single Points of Contact's (SPOC's) for high risk sites within the station area.
- In addition to SSRI visits all watches will complete quarterly familiarisation visits to high-risk sites, for example, ESSAR and explore training opportunities.
- Work with surrounding stations and Park Rangers to minimize impacts of wildfires on Bidston Hill in readiness for warmer periods and ensure plans are current.
- Maintain and enhance our ability to respond to incidents by completing all programmed core skills courses at the Training and Development Academy (TDA).

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 maneuvers 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.
- Support National Resilience (Mass Decontamination) by completing all training and development associated with the Mass Decontamination Unit (MDU) in our role as a dedicated support station.
- Complete two off station training exercises based on the risks within our station area, to enhance our response to local risks.

Prevention & Protection

We will:

- Deliver our community safety message using targeted data from PIPs 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.
- Continue to engage with children and young people, creating strong bonds with schools and The Hive Youth Zone to promote seasonal safety advice for example water safety during warmer periods.
- Ensure understanding and promote safeguarding of vulnerable persons and those with protected characteristics.
- Contribute to Business Safety by completing Simple Operational Fire Safety Assessments (SOFSA) 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 identifying (PIPs) and targeting repeat offenders utilising District Protection where required.

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Bromborough Community Fire Station

Community Risk Management Plan 2026/27



55 Site Specific Risk Inspections

2,076 Home Fire Safety Checks

70 Simple Operational Fire Safety Assessments

Outputs

are the quantifiable things we deliver to improve outcomes.

Annual Target 2026/27:

55
2076
1246
48
12
70
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.

Estimated Performance 2025/26

201	166
41	53
20	22
6	6
160	133
100	69
3	21
85.7%	90.0%
93%	

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)
- AFAs in Non Domestic Premises
- % ADF No Smoke Alarm
- Alert to Mobile

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 (TDA).
- Utilise the Station Training Planner to complete all Safe Person Assessments (SPAs) 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.
- 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.
- Ensure staff are trained to support the mobilization and set up of the Mass Decontamination Unit (MDU).
- 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 to further enhance learning.

Prevention & Protection

We will:

- Target the most vulnerable in our community by working with our partners, using local knowledge to carry out Home Fire Safety Checks (HFSC) for elderly, vulnerable or high-risk individuals, using data from HFSC status report.
- Carry out Community Reassurance Campaigns based on data such as risk, vulnerability and demand.
- Support National Safety Campaigns throughout the year working with our partners and communities using NFCC's 2026 calendar.
- Carry out Prevention Talks in places such as Schools, Youth Centres, and Sheltered Accommodation to promote our safety messages.
- Carry Out Simple Operational Fire Safety Assessments (SOFSA) Visits: Ensure all staff are confident and capable of delivering SOFSA, improving fire safety standards in commercial premises and reinforce safety legislation.
- Contact the rural community to reassure and educate them and promote our safety message.
- Continue to work with local community groups such as Wirral Heartbeat to promote healthy living for over 65's.

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Heswall Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	95	55
Accidental Dwelling Fires (ADFs)	29	20
Deliberate Vehicle Fires	22	9
All Secondary Fires	3	1
Anti-social Behaviour Fire (ASBs)	66	35
AFA's in Non Domestic Premises	28	17
% ADF No Smoke Alarm	0	11
Alert to Mobile	72.7%	90.0%
	100%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Strengthening understanding of local risk through Site Specific Risk Inspections (SSRIs) and effective use of PORIS to identify and manage emerging community risks.
 - Delivering two off-station training exercises based on local risks, focusing on wildfire response and high-volume pumping (HVP) for flooding and water-related incidents.
 - Ensuring continuous training and development against regular incident types to support the CRMP aim of a competent, professional and resilient workforce.
 - Completing Safe Person Assessments (SPA) and MerseyFire Learn modules to maintain theoretical knowledge and practical capability.
 - Continuing cross-border training with Powey Lane and Ellesmere Port Fire Stations, sharing learning across MFRS to improve collaboration.
 - Maintaining high standards of appliance and equipment care through routine cleaning, testing and fault reporting to ensure operational readiness and safe service delivery.

Operational Response

- We will:
- Completing operational training each shift and using Operational Assurance bulletins and case studies to support continuous learning.
 - Adhering to all Service Instructions and Standard Operating Procedures to deliver a safe, consistent and professional service.
 - Promoting a strong safety culture through high safety standards, near-miss reporting and shared learning.
 - Providing a professional and timely response to incidents, maintaining strong performance in Attendance Times and Alert to Mobile.
 - Delivering training in line with Service priorities, including working closely with cross-border partners and other blue light services to improve interoperability.
 - Maintaining specialist capabilities through regular training and exercising in wildfire response and High Volume Pumping (HVP) to support major incident response locally and nationally.

Prevention & Protection

- We will:
- Actively target the most vulnerable in our community through partnership working and the use of local intelligence to deliver Home Fire Safety Checks.
 - Delivering Community Reassurance Campaigns in line with identified risk, demand and vulnerability.
 - Working with key stakeholders to reduce community risk associated with wildfires and open land.
 - Supporting National Safety Campaigns throughout the year in partnership with local organisations and community groups.
 - Delivering prevention and safety talks within schools, youth centres and sheltered accommodation to promote key safety messages.
 - Developing strong relationships with rural communities to provide reassurance, education and promote fire safety awareness.
 - Working with local businesses and higher-risk premises to complete PORIS assessments, SOFSA and SSRIs, improving workplace safety and recording hazard information.

People

- We will:
- Promoting awareness of mental health and wellbeing in accordance with the MFRS Wellbeing Policy.
 - Encouraging the use of occupational health support, including signposting staff to services such as counselling and the Employee Assistance Program (EAP), where appropriate.
 - Positively promoting the Critical Incident Stress Management (CISM) process to support staff resilience and contribute to maintaining low absence levels.
 - Developing personnel at all ranks through appraisal, coaching, mentoring and their full potential and identify future leaders and managers.
 - Supporting the Firefighter Apprenticeship programme through mentoring, training, development, and on-station observation.
 - Promoting a healthy lifestyle by encouraging good nutrition and maintaining a culture of physical fitness.
 - Recognising and promoting the value of Equality, Diversity and Inclusion (EDI) within the Service and the communities we serve.
 - Contributing to Service Positive Action initiatives, including signposting staff to "District Have a Go Days."
 - Supporting ongoing professional development to deliver a high-quality service that positively impacts both colleagues and the wider community.

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MERSEYSIDE
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Wallasey Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	332	292
Accidental Dwelling Fires (ADFs)	75	92
Deliberate Vehicle Fires	48	41
All Secondary Fires	11	15
Anti-social Behaviour Fire (ASBs)	257	200
AFA's in Non Domestic Premises	133	108
% ADF No Smoke Alarm	4	13
Alert to Mobile	90.3%	90.0%
	99.3%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all programmed core skills courses at the Training and Development Academy (TDA).
 - Utilise the Station Training Planner to complete all Safe Person Assessments (SPAs) and MerseyFire Learn 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) and Marine and Salvage Unit (MSU) facilitating requests for attendance at off station tactical exercises.
 - Invite stations and senior officers to weekly marine training to improve Operational Preparedness
 - Undertake two off station training scenarios in line with station area risks to develop new relationships and create realistic training scenarios.
 - Maintain an excellent standard of readiness, cleanliness of appliances, equipment, kit and standards of dress.
 - 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 FaRDaP 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 high standards of driving, 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.
 - Achieve Recall to Duty alert to mobile times for M25P3 and Specialist Support Assets.
 - Ensure staffing provision is maintained to requirements of the Hybrid duty system model.
 - Develop a range of off station training locations to assist in creating realistic training scenarios.

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 opportunities for community relationships with Local Community Groups, such as 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 (SSRI) and Simple Operational Fire Safety Audits (SOFSA's) within the station area.
 - Ensure that Fire Safety Concern forms are completed as required during routine work and post incident.

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	Home Fire Safety Checks	Waste & Fly Tipping	Prevention Talks	Simple Operational Fire Safety Assessments	Off Station Exercising	Community Events
56	3200	24	12	135	2	13
	1920					

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

Annual Target 2026/27:



Site Specific Risk Inspections

Home Fire Safety Checks

135

Simple Operational Fire Safety Assessments

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MERSEYSIDE
FIRE & RESCUE
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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 staff wellbeing and welfare.
 - 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 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	657	376
Accidental Dwelling Fires (ADFs)	138	80
Deliberate Vehicle Fires	40	34
All Secondary Fires	5	14
Anti-social Behaviour Fire (ASBs)	519	296
AFA's in Non Domestic Premises	224	144
% ADF No Smoke Alarm	9	28
Alert to Mobile	84.0%	90.0%
	93.9%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete allocated (SSRI) Site-Specific Risk Information Inspections prioritised on risk category and due date.
 - Utilise the PORIS (Provision of Risk Information System) software for risk information gathering.
 - Maintain all competencies by attending all TDA (Training & Development Academy) Core risk critical training.
 - Arrange and complete 2 off site exercises, at known risks within the station area.
 - Complete 100 percent of all allocated SPA (Safe Person Assessments) and eLearning packages.
 - Strengthen links with the highest risk stakeholders within the station area
 - 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 SPAs.
 - 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 Firefighter injuries and damage to MFRS Assets.
 - Ensure the correct use, maintenance and recording of Personal Protective Equipment.
 - Ensure correct support, training and development of apprentice Firefighters.
 - Recognise and record new and emerging risks in the station area.

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

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

Annual Target 2026/27:
46
2076
1246
12
12
80
2
13

Prevention & Protection

- We will:
- Continue to link in with the Arson Reduction Team to support intelligence-led activities.
 - Carry out HFSC (Home Fire Safety Checks) activity to protect the most vulnerable people of Merseyside.
 - Carry out reassurance campaigns in the residential high-rise blocks within our station area.
 - Work with local businesses and complete a Simple Operational Fire Safety Assessment (SOFSA) to promote safety in the workplace and to reinforce fire safety legislation.
 - Report fire safety issues and concerns to Protection Department to ensure the safety of local businesses.
 - Liaise with Prevention Department to promote water and road safety, targeting specific areas and age groups.
 - Continue to work with the rural community to reassure, educate and promote our safety message.
 - Link in with youth engagement within the community and support the development of the King's Trust team and Beacon.

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



MERSEYSIDE
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Bootle/Netherton Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	657	161
Accidental Dwelling Fires (ADFs)	138	57
Deliberate Vehicle Fires	40	26
All Secondary Fires	5	8
Anti-social Behaviour Fire (ASBs)	519	104
AFA's in Non Domestic Premises	224	68
% ADF No Smoke Alarm	9	13
Alert to Mobile	84.0%	90.0%
	93.9%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at the Training and Development Academy (TDA), including introduction of Incident Command as a Core methodology for all operational crews..
 - Utilise the Station Training Planner to complete all Safe Person Assessments (SPAs) and MerseyLearn modules to maintain theoretical and practical skills.
 - Support and develop new firefighters and new officers to become competent and confident in their roles..
 - 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 Provision of Risk Information System (PORIS) and Site Specific Risk Inspections (SSRI), including completion of hydrant testing strategy.
 - Ensure knowledge of specialist assets at other operational locations through familiarisation and training.

Operational Response

- We will:
- Maximise Appliance availability professionally and speedily to incidents. Ensure Alert to Mobile, Standards of Fire Cover and FADAP 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, feeding back to improve operational readiness.

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

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

Annual Target 2026/27:
46
2076
1246
12
12
80
2
13

Prevention & Protection

- We will:
- Maximise effectiveness by targeting 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, working alongside our station SPOC..
 - Support National Safety Campaigns throughout the year working with our partners and Communities, including Water, Road, etc..
 - 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.
 - Complete allocated Site Specific Risk Information (SSRI), Provision of Risk Information System (PORIS) and Simple Operational Fire Safety Assessments (SOFSA) within the station area.
 - Continue to complete safeguarding referrals to enable CFS to liaise with external partners to keep the community safe..

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



MERSEYSIDE
FIRE & RESCUE
SERVICE



46
Site Specific Risk Inspections

2,076
Home Fire Safety Checks

80

Simple Operational Fire Safety Assessments

People

We will:

- Create a workplace that reflects our organisational and personal values.
- Promote awareness of the importance of mental health well-being.
- Actively promote equality, diversity and inclusion by supporting staff networks.
- Identify and support all staff who wish to develop and seek promotion.
- Set appraisal objectives to develop staff.
- Complete appraisals within the specified timescales.
- Identify and support Development Firefighters in the completion of their Apprenticeships through mentoring.
- Manage absence levels in line with Service Policy.
- Embed coaching and mentoring as a development aid.
- Support and develop new EFAD drivers on station.
- Maintain fitness levels through shift related physical training activities.
- Support positive action by delivery for potential new Firefighters from our underrepresented communities utilizing awareness & Have a go Days.



46
Site Specific Risk Inspections

2,076
Home Fire Safety Checks

80

Simple Operational Fire Safety Assessments

People

We will:

- Promote awareness of the importance of mental health & wellbeing., including signposting staff to services such as Occupational Health, counselling and Health Assured.
- 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. .
- 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 FRP and the wider communities we serve.
- Contribute to Service Positive Action via signposting to "District Have a Go Days"

Crosby Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	323	251
Accidental Dwelling Fires (ADFs)	91	68
Deliberate Vehicle Fires	47	38
All Secondary Fires	5	5
Anti-social Behaviour Fire (ASBs)	232	183
AFA's in Non Domestic Premises	161	110
% ADF No Smoke Alarm	19	14
Alert to Mobile	81.5%	90.0%
	91.5%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Train, familiarise and exercise against identified risks within the station area.
 - Complete all Safe Person Assessments (SPA) and MerseyFire Learn modules ensuring that the required standard is achieved.
 - Attend all core and risk critical training at the Training & Development Academy (TDA) 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. Continue 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 hydrants 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.

Operational Response

- We will:
- Continuously develop skills, knowledge, understanding of service equipment and procedures.
 - 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.
 - Continue collaboration 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 & standard of fire cover times, contributing 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.
 - Continue to 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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Formby Community Fire Station

Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	81	73
Accidental Dwelling Fires (ADFs)	13	19
Deliberate Vehicle Fires	10	8
All Secondary Fires	0	1
Anti-social Behaviour Fire (ASBs)	68	54
AFA's in Non Domestic Premises	35	28
% ADF No Smoke Alarm	1	4
Alert to Mobile	87.5%	90.0%
	100%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
- Complete all core skills courses at our Training and Development Academy. (TDA)
 - Attend monthly training on the High-Volume Pump (HVP) and maintain competencies.
 - Continue to maintain wildfire skills and competencies.
 - Ensure local staffing is planned to provide suitable fire/High Volume Pump (HVP) cover.
 - Utilise the Station Training Planner to complete all Safe Person Assessments (SPAs) and MerseyFire learn 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.

Operational Response

- We will:
- Respond professionally and speedily to incidents, maintaining our high standards in Attendance Times and Alert to Mobile.
 - Maintain an excellent HVP 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.

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
24	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.

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 (HFSC)
 - 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.
 - Educate the rural community to reassure them with our safety messaging.
 - 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.

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
42	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.

Annual Target 2026/27:

42	2076	1246	48	12	95	2	13
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42 Site Specific Risk Inspections

2,076 Home Fire Safety Checks

95 Simple Operational Fire Safety Assessments

People

- We will:
- Promote awareness of the importance of mental health & wellbeing.
 - 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, by contributing to Service Positive Action via signposting to "District Have a Go Days"
 - Continue to support the Sporting Bears charity with attendance at the Dream Rides annual event.



24 Site Specific Risk Inspections

2,450 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"

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Southport Community Fire Station Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	153	186
Accidental Dwelling Fires (ADFs)	68	78
Deliberate Vehicle Fires	50	41
All Secondary Fires	4	4
Anti-social Behaviour Fire (ASBs)	85	108
AFAs in Non Domestic Premises	0	43
% ADF No Smoke Alarm	3	33
	92.3%	90.0%
	82.7%	

Outcome targets are based on 5yrs data

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 Learn Pro 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.
 - Realistic training utilizing our station specialist appliances, HRET and CPL
 - Conduct Site-Specific Risk Inspections (SSRI), 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 such as 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.

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.

Kirkby Community Fire Station Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	265	253
Accidental Dwelling Fires (ADFs)	55	72
Deliberate Vehicle Fires	22	27
All Secondary Fires	7	11
Anti-social Behaviour Fire (ASBs)	210	181
AFAs in Non Domestic Premises	156	136
% ADF No Smoke Alarm	6	9
	78.6%	90.0%
	92%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
 - Maintain high standards of appliance readiness, equipment checks, kit care, and station cleanliness.
 - Work with local housing providers and partners to make sure crews remain ready to respond quickly and safely.
 - Complete PORIS and Site Specific Risk Information visits and reviews, keeping risk data accurate and current.
 - Embed SSRI updates into routine activity so crews understand local hazards and building layouts.
 - Maintain training, skills, and competence through regular drills, assessments, and MerseyFire Learn activity.
 - Use Safe Person Assessments to confirm competence and record development needs.
 - Deliver familiarisation visits and risk awareness training across the station ground.
 - Plan and deliver off-station exercises, including COMAH sites and industrial premises where possible.
 - Test operational arrangements and confirm learning from exercises is shared and applied.

Operational Response

- We will:
 - Ensure Alert to Mobile, standards of fire cover, and incident recording remain compliant.
 - Promote a positive health and safety culture, encouraging reporting of near misses and hazards.
 - Use learning from incidents, exercises, and debriefs to reduce repeat risk.
 - Maintain PPE, operational equipment, and appliances to a high standard of availability.
 - Deliver ongoing operational training aligned to the station training plan.
 - Use audits, station assurance activity, and command guidance to support consistent response.
 - Share learning through Operational Assurance and service-wide feedback.
 - Support firefighter development through operational exposure and mentoring.
 - Develop apprentices and firefighters in development through structured support.

Prevention & Protection

- We will:
 - Target vulnerable households using intelligence, partner referrals, and local knowledge.
 - Deliver Home Fire Safety Checks focused on risk, behaviour, and early intervention.
 - Run Community Reassurance campaigns in areas of repeat or emerging risk.
 - Support national and local safety campaigns throughout the year.
 - Deliver prevention talks in schools, youth centers, and supported accommodation.
 - Promote key safety messages in the workplace and wider community.
 - Carry out Simple Operational Fire Safety Assessments (SOFSA) to support safer workplaces.
 - Work with Protection teams to reduce unwanted fire signals and non-compliance.
 - Use Prevention Officers and partners to address antisocial behaviour fire risk.
 - Support community-led activity that improves local safety and resilience.

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

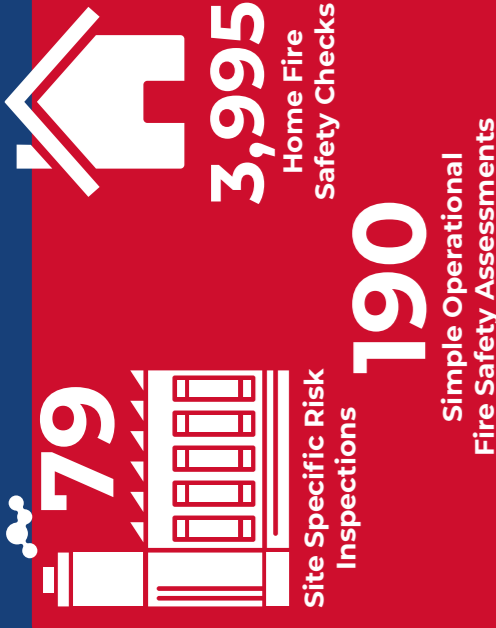
Our Aims: To Protect, Prevent, Prepare and Respond.

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
79	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.



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.

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	265	253
Accidental Dwelling Fires (ADFs)	55	72
Deliberate Vehicle Fires	22	27
All Secondary Fires	7	11
Anti-social Behaviour Fire (ASBs)	210	181
AFAs in Non Domestic Premises	156	136
% ADF No Smoke Alarm	6	9
	78.6%	90.0%
	92%	

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
 - Maintain high standards of appliance readiness, equipment checks, kit care, and station cleanliness.
 - Work with local housing providers and partners to make sure crews remain ready to respond quickly and safely.
 - Complete PORIS and Site Specific Risk Information visits and reviews, keeping risk data accurate and current.
 - Embed SSRI updates into routine activity so crews understand local hazards and building layouts.
 - Maintain training, skills, and competence through regular drills, assessments, and MerseyFire Learn activity.
 - Use Safe Person Assessments to confirm competence and record development needs.
 - Deliver familiarisation visits and risk awareness training across the station ground.
 - Plan and deliver off-station exercises, including COMAH sites and industrial premises where possible.
 - Test operational arrangements and confirm learning from exercises is shared and applied.

Operational Response

- We will:
 - Ensure Alert to Mobile, standards of fire cover, and incident recording remain compliant.
 - Promote a positive health and safety culture, encouraging reporting of near misses and hazards.
 - Use learning from incidents, exercises, and debriefs to reduce repeat risk.
 - Maintain PPE, operational equipment, and appliances to a high standard of availability.
 - Deliver ongoing operational training aligned to the station training plan.
 - Use audits, station assurance activity, and command guidance to support consistent response.
 - Share learning through Operational Assurance and service-wide feedback.
 - Support firefighter development through operational exposure and mentoring.
 - Develop apprentices and firefighters in development through structured support.

Prevention & Protection

- We will:
 - Target vulnerable households using intelligence, partner referrals, and local knowledge.
 - Deliver Home Fire Safety Checks focused on risk, behaviour, and early intervention.
 - Run Community Reassurance campaigns in areas of repeat or emerging risk.
 - Support national and local safety campaigns throughout the year.
 - Deliver prevention talks in schools, youth centers, and supported accommodation.
 - Promote key safety messages in the workplace and wider community.
 - Carry out Simple Operational Fire Safety Assessments (SOFSA) to support safer workplaces.
 - Work with Protection teams to reduce unwanted fire signals and non-compliance.
 - Use Prevention Officers and partners to address antisocial behaviour fire risk.
 - Support community-led activity that improves local safety and resilience.



People

- We will:
 - Promote mental health awareness and wellbeing across the station.
 - Support staff through signposting to occupational health, counselling, and EAP services.
 - Promote Critical Incident Stress support where required.
 - Maintain strong engagement with staff to support attendance and wellbeing.
 - Support the Firefighter Apprenticeship program through mentoring and development.
 - Develop staff through coaching, observation, and on-station learning.
 - Identify and support potential leaders through structured development.
 - Use appraisals and one-to-ones to review performance and future needs.
 - Promote healthy lifestyles through fitness, nutrition, and wellbeing activity.
 - Support equality, diversity, and inclusion across the station and community.
 - Signpost opportunities linked to Service Positive Action and development programs.

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.

Prescot Community Fire Station Community Risk Management Plan 2026/27

Outcomes

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

All Fires	433
All Primary Fires	121
Accidental Dwelling Fires (ADFs)	47
Deliberate Vehicle Fires	17
All Secondary Fires	312
Anti-social Behaviour Fire (ASBs)	252
AFA's in Non Domestic Premises	14
% ADF No Smoke Alarm	64.5%
Alert to Mobile	92.0%

Outcome targets are based on 5yrs data

Operational Preparedness

- We will:
 - Maintain competence and core skills by attending carrying out station training and core skills courses at the Training and Development Academy, ensuring compliance with Service standards and professional development requirements.
 - Maintain an excellent state of operational readiness, including high standards of cleanliness and presentation of appliances, equipment, and personal protective equipment (PPE), and dress standards
 - Maintain key skills and core competencies and utilise the annual training planner to ensure operational readiness. Competency will be confirmed and developed by utilising Merseyfire Learn and Safe Person Assessments to assess and record performance.
 - Support National Resilience capability by delivering training to Mass Decontamination Unit (MDU) support stations. Firefighters will develop and maintain skills in line with National Resilience Key Performance Indicators, ensuring MDU skills are trained and maintained to national standards.
 - Understand local risks by completing Site Specific Risk Inspections (SSRI) provided by Operational Intelligence in line with current risk levels and re-inspection schedules. Where new sites are identified, a Provision of Operational Risk Information System (PORIS) assessment will be completed to determine whether an SSRI is required.

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs)	85
Home Fire Safety Checks	1862
HFSCs delivered to over 65s (60% of HFSCs)	1117
Waste & Fly Tipping	24
Prevention Talks	12
Simple Operational Fire Safety Assessments	80
Off Station Exercising	2
Community Events	13

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

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.

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St Helens Community Fire Station Community Risk Management Plan 2026/27

Outcomes

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

All Fires	855
All Primary Fires	169
Accidental Dwelling Fires (ADFs)	63
Deliberate Vehicle Fires	33
All Secondary Fires	686
Anti-social Behaviour Fire (ASBs)	473
AFA's in Non Domestic Premises	24
% ADF No Smoke Alarm	77.5%
Alert to Mobile	96.6%

Outcome targets are based on 5yrs data

Operational Preparedness

- Assess local risks (both current and emerging) utilising PORIS (Provision of Risk Information System) software
- 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.
- Take part in neighbouring station exercises to improve knowledge in risks outside of St Helens station area.
- Complete Hydrant Surveys to identify strategic hydrants during SSRI visits for the station area, including review of water supplies for industrial and commercial areas.
- Take part in service large scale exercising and training relating to COMAH sites with the station HAZMAT / Foam specialist response.
- Improve service awareness of the specialist assets at St Helens through familiarisation sessions.
- Train against station risks with the stations aerial capability to pre plan prior to incidents.
- Maintain skillsets across command, driving, station specialisms to ensure high levels of Operational Response.
- Collate information against new and existing station risks during Site Specific Risk Inspections (SSRI) to ensure all risk information is present and up to date for use when responding to incidents.

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85
Site Specific Risk Inspections

1,862
Home Fire Safety Checks

80
Simple Operational Fire Safety Assessments

People

- We will:
 - Promote awareness of mental health and wellbeing and actively signpost staff to Occupational Health support, including Programme (EAP), where appropriate.
 - Positively promote the Critical Incident Stress Management (CISM) process to support staff following traumatic incidents and contribute to maintaining low absence levels.
 - Develop our people through continued engagement to deliver a professional service that has a positive impact on our communities and workplace.
 - Support the Firefighter Apprenticeship Program through mentoring, training, development, and observation at station level.
 - Develop and support personnel at all levels to achieve their full potential and identify future managers through coaching and mentoring.
 - Develop and support personnel at all levels to achieve their full potential and identify future managers through coaching and mentoring.
 - Review individual performance and identify future development needs through the appraisal system.
 - Promote a healthy lifestyle amongst personnel through encouragement of good nutrition and a positive physical fitness environment.
 - Recognise and promote the value of Equality, Diversity, and Inclusion (EDI) within the Fire and Rescue Service and the communities we serve.
 - Contribute to Service Positive Action by signposting to District "Have a Go" Days.
 - Maintain existing Mass Decontamination Unit (MDU) skills and support the development of new staff based at the station.

Prevention & Protection

- Attend and complete all required prevention activities to reduce risk and protect vulnerable individuals and communities
- Support and deliver targeted prevention campaigns, including seasonal and local initiatives such as Winter Warmth, High-Rise Safety, Older Person's Day, and Winter and Summer Road Safety campaigns. Crews will also educate communities on the dangers of swimming in open water.
- Provide support to individuals affected by hate or race crime, offering appropriate care, advice, and safety equipment where required.
- Utilise status reports to identify vulnerable residents, particularly those aged over 65, to reduce the risk of harm, injury, or death from fire.
- Reduce and prevent waste fires through proactive reporting, partnership working, and appropriate control measures.
- Support and promote The King's Trust, engaging with disadvantaged young people to help them realise their potential through inclusion, engagement, and team-building opportunities.
- Strengthen partnership working with Prevention Advocates and utilise PIPS data to reduce antisocial behavior and deliberate fires within the station area.
- Ensure staff are competent and confident in delivering Simple Operational Fire Safety Assessments (SOFSAs), contributing to improved fire safety standards in commercial premises and supporting quality assurance processes.
- Identify premises using PIPS data and develop targeted strategies to reduce unwanted fire signals and Automatic Fire Alarms, minimising unnecessary call-outs and maintaining operational availability.
- Actively identify and report non-compliant buildings during daily operational and non-operational activities, supporting the Risk-Based Inspection Programme.

Operational Response

- We will:
 - Attend and complete all required prevention activities to reduce risk and protect vulnerable individuals and communities
 - Support and deliver targeted prevention campaigns, including seasonal and local initiatives such as Winter Warmth, High-Rise Safety, Older Person's Day, and Winter and Summer Road Safety campaigns. Crews will also educate communities on the dangers of swimming in open water.
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131
Site Specific Risk Inspections

3,200
Home Fire Safety Checks

190
Simple Operational Fire Safety Assessments

People

- We will:
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop each other via coaching and mentoring, providing each other with support.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - 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.
 - 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.
 - 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"

Operational Response

- We will:
 - 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.
 - Continue to undertake On Station Training in line with station specialism and enhance our response to hazardous materials / environmental incidents.
 - Adhere to all Service Instructions, Standard Operating Procedures and Guidance to provide a professional service.
 - Ensure compliance against service LPI's - Alert to Mobile standards are maintained (1.9 minutes) and 10-minute response standards to all life risk incidents.
 - 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 and CFRS to ensure understanding of service procedures and enhance working relationships.
 - Carry out 2 ENI tactical exercises aligned to station risks and our station specialism.
 - Maintain staffing levels to provide specialist response.

Prevention & Protection

- We will:
 - Work with prevention teams to actively target the most vulnerable in our community and use CIPHA information to carry out Home Fire Safety Checks.
 - Carry out community campaigns following incidents to provide reassurance to the St Helens residents.
 - 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 our local schools and colleges and continue to be role models to the younger generation of the St Helens community.
 - Continue our local partnership with St Helens Community College and provide assistance to the uniformed service course.
 - 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 (SOFSAs) to promote safety in the workplace and to reinforce Fire Safety Legislation.
 - Work with our arson officers and advocates to identify areas of ASB in St Helens by reporting risks within the station area.
 - Work with prevention teams to inform and educate around the dangers of the bonfire period.

Operational Response

- We will:
 - 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.
 - Continue to undertake On Station Training in line with station specialism and enhance our response to hazardous materials / environmental incidents.
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People

- We will:
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - Develop each other via coaching and mentoring, providing each other with support.
 - Support the Firefighter Apprenticeship Programme through mentoring, training, development and observation on station.
 - Positively promote Critical Incident Stress Management process. These measures should contribute to maintaining low absence levels.
 - 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.
 - 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.
 - 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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Newton-le-Willows Community Fire Station Community Risk Management Plan 2026/27

Outcomes

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

All Fires	Estimated Performance 2025/26	Targets 2026/27
All Primary Fires	855	128
Accidental Dwelling Fires (ADFs)	169	44
Deliberate Vehicle Fires	63	18
All Secondary Fires	33	5
Anti-social Behaviour Fire (ASBs)	686	84
AFA's in Non Domestic Premises	473	61
% ADF No Smoke Alarm	24	8
Alert to Mobile	77.5%	90.0%
	96.6%	

Outcome targets are based on 5yrs data

Operational Preparedness

- Manage local risks, by completing Site Specific Risk Information (SSRI) visits, provided by Operational Intelligence, based on risk levels and re-inspection dates.
- Conduct a Provision Of Risk Information (PORIS) assessment to confirm the risk rating remains valid for every site visited, including new sites identified in station area.
- Carry out hydrant surveys during any PORIS/SSRI visit, to ensure adequate supply is maintained for firefighting purposes.
- Plan and deliver training with multi-agency partners, focusing on local risks such as Sankey Valley Industrial Estate and large rural areas.
- Maintain key skills and competencies using MerseyFire Learn and conducting Safe Person Assessments (SPAs) as well as attending Core Training at the Training and Development Academy (TDA).
- Ensure the High Volume Pump (HVP) remains operationally ready for local and national deployments.
- Organise two off-site training exercises with cross border services (CFRS/GMCFRS) to enhance operational effectiveness.

Operational Response

- Mobilise to all incidents within 1.9 seconds after being alerted and maintain this standard.
- Arrive at all incidents within 10 minutes as outlined in the CRMP.
- Ensure the rigorous testing, servicing and maintenance of equipment and appliances to maximise availability and effectiveness.
- Deliver on station training in line with service themes to maintain operational skills and perform with efficiency.
- Use tools such as Officers Briefing Notes, Case Studies and significant incident reports provided by Operational Assurance to enhance learning, safety and efficiency.
- Record all training, learning and reporting correctly, securely and within service requirements.
- Promote an excellent Health and Safety culture by encouraging staff to recognise and act on Near Misses and make safety observations where required to reduce accidents and injuries.
- Maintain and service PPE to the highest standards to reduce contaminants and ensure firefighter safety.

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



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Marine Rescue Unit

Community Risk Management Plan 2026/27

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs) Level 3, 4, 5	Prevention Campaigns	Community Station Visits	Off Station Exercising
53	12	6	6

Annual Target
2026/27

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

Operational Preparedness

- 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

- 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.

Prevention & Protection

- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community.
- Support local or seasonal campaigns with a focus on providing the community with water safety guidance.
- Continue to support Youth Engagement activity and foster good working relationships with the team.

People

- 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.

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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
48	2450	1470	48	12	70	2	13

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

Prevention & Protection

- Prevent fires by using local data and intelligence to focus on those most at risk, with focus on those over 65.
- Conduct Home Fire Safety Checks (HFSC), based on risk, providing tailored advice to ensure residents remain safe.
- Identify vulnerable residents to refer through to internal and external partners as well as identifying any safeguarding to be reported as per service policies.
- Conduct reassurance campaigns alongside the Community Safety Team in areas identified as high risk to improve safety and raise awareness to fire safety as well as reduce anti-social behavior.
- Work with housing providers, community groups and schools to deliver fire safety talks.
- Commit to raise Fire Safety Standards in commercial and high-risk premises by ensuring compliance. Identify and report none-complaint buildings for inspection, to maintain safety.
- Conduct Simple Operational Fire Safety Assessments (SOFSA) to ensure business' remain safe and effectively reduce unwanted fire signals and false alarm calls.
- Remain up to date with Fire Safety Regulations by completing E-Learning and training where required.

People

- 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, and contribute to Service Positive Action via signposting to "District Have a Go Days"

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Marine Rescue Unit

Community Risk Management Plan 2026/27

Outputs

are the quantifiable things we deliver to improve outcomes.

Site Specific Risk Information (SSRIs) Level 3, 4, 5	Prevention Campaigns	Community Station Visits	Off Station Exercising
53	12	6	6

Annual Target
2026/27

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

Operational Preparedness

- 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

- 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.

Prevention & Protection

- Attend and complete all required Prevention activities to reduce risk and protect vulnerable members of the community.
- Support local or seasonal campaigns with a focus on providing the community with water safety guidance.
- Continue to support Youth Engagement activity and foster good working relationships with the team.

People

- 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.

Fire Control

Community Risk Management Plan 2026/27

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

Annual Target
2026/27

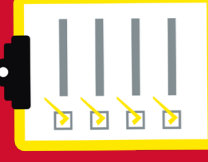
175

8

9

1225

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



175

SPA's



1225

E-Learning Packages

9

Practical Training Sessions

Operational Preparedness

- We will:
 - Review and revise Standard Operational Procedures (SOPS) and MerseyFire Learn packages.
 - Implement a collection of practical training scenarios.
 - Implement call simulation training using AI technology.
 - Continue to support the Command Strategy to ensure staff know how to be effective commanders.
 - Participate in command assessments and validations.
 - Introduce whole watch training days to ensure Continual Professional Development. (CPD)
 - Complete reflective logs to ensure CPD.
 - Support the implementation of National Operational Guidance (NOG) into MFRS.
 - Support and participate in multi-agency training and exercise programme.
 - Maintain efficiency and effectiveness of National Resilience (NR) response, ensuring NR core skills acquisition training and maintenance of competency is completed and assured.

Operational Response

- We will:
 - Contribute to the Attendance Standard.
 - Answer 96 % of 999 calls within 10 seconds.
 - Continue to meet the 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. (TRM)

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

- 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 Control Apprenticeship Program through mentoring, training, development and observation in the Control room.
 - 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.

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Photo: two firefighters cutting a windshield





**MERSEYSIDE
FIRE & RESCUE
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Merseyside Fire & Rescue Service Headquarters
Bridle Road, Bootle, Liverpool, Merseyside, L30 4YD

t: 0151 296 4000

www.merseyfire.gov.uk

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