

CUMBRIA FIRE &  
RESCUE SERVICE

# SERVICE PLAN AND IRMP ACTION PLAN 2010-11



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## 1. Foreword

I am proud to introduce our combined Service Plan and Integrated Risk Management 2010-11. This plan will drive our vision for safer, stronger and more inclusive communities. Cumbria Fire & Rescue Service (CFRS) is part of Cumbria County Council (CCC). Our Local Area Agreement (LAA) sets out a shared vision and long term strategic objectives to promote social, economic health and environmental well being for all those who live, work, travel through or visit Cumbria. These corporate objectives are reflected in our Service priorities that determine our key activity at Cumbria Fire & Rescue Service.

The Service is currently ranked by the Audit Commission as performing 'adequately' in our organisational assessment. We believe that we continue to make a real difference to improving the lives of our community.

2010-11 will be an exciting year for Cumbria Fire & Rescue Service. We continue to review the lessons learnt from the 2009 floods and will ensure that any required improvements in procedures are effectively captured. At the same time we will celebrate the dedication of our operational service personnel during the 2009 floods at our own award ceremony 'Together Towards Success' and at national events. This year we are undertaking a full review of our Integrated Risk Management Plan (IRMP) including two additional reviews on Strategic Risk and an analysis of our Intervention Standards Review. The new IRMP will help us to better define and manage risk in our community and to direct our resources to prevention and intervention more effectively.

Significant challenges lie ahead for all fire and rescue services. It is clear that public spending is likely to decrease significantly and services will be striving to deliver more for less. Fire and rescue services will need to look for innovative new ways of working and sharing services. Effective collaboration with partners, including other statutory agencies, the third sector, community groups, and the business community will continue to be important. We must ensure that all our partnerships are delivering value for money and helping in the achievement of our corporate aims.

This plan will guide the work of Cumbria Fire & Rescue Service in the year ahead and help us to monitor our progress towards achieving a safer, stronger and more inclusive Cumbria.



A handwritten signature in black ink, appearing to be 'DH', written over a white background.

Dominic Harrison  
Corporate Director for Safer and Stronger Communities/  
Chief Fire Officer

## 2. Who? - Story of Place

Cumbria is a very special place - its landscape, geography and most importantly its people. The breathtaking scenery and strong, sustainable communities make Cumbria a great place to live and work. Cumbria is the second largest County in England and covers 689,000 hectares, including a coastline of 245km and accounts for a staggering 48% of the land mass in the North West. There are six districts within the County: Allerdale, Barrow, Carlisle, Copeland, Eden and South Lakeland.

**Geography:** The topography of Cumbria is striking. Along with 14 significant lakes, the County is also home to the Cumbrian Mountains. The Lake District is England's wettest region.

**Population:** The County has a population of around 499,900 making Cumbria one of the most sparsely populated counties in the Country. The County attracts over 15 million visitors each year and which has a considerable impact on the number of people using Cumbria's local services and roads.

**Urban Cumbria:** Barrow-in-Furness, Carlisle and parts of West Cumbria are often grouped together to define urban Cumbria. Until relatively recently these areas depended on manufacturing and mining industries. Large-scale redundancies during the 1980s have led to pockets of high unemployment and deprivation.

**Rural Cumbria:** 51% of people live in a rural area, with only 20 settlements having a population of more than 2,500.

**Environment:** Cumbria has an outstanding natural environment that includes two National Parks; the Lake District and Yorkshire Dales National Parks, as well as three Areas of Outstanding Natural Beauty; Solway Coast, North Pennines and Arnside and Silverdale. In addition there are 279 Sites of Specific Scientific Interest (SSSI), eight nature reserves and four European Designated Specially Protected Areas (SPA).

**Wildfire:** Wildfire poses a significant physical, economic and environmental risk to rural communities in Cumbria. Changes in climate and leisure activities are increasing the likelihood of wildland fires and the probability of large scale incidents occurring.

**Flooding:** Climate change is the greatest environmental challenge facing the world today. Rising global temperatures will bring changes in weather patterns, rising sea levels and increased frequency and intensity of extreme weather. In 2005 this had devastating affects in Carlisle and in 2009 an unprecedented 24 hour downpour over Cumbria resulted in wide scale flooding across the region with Cockermouth, Keswick and Ambleside areas being particularly affected.

**Heritage:** 80% of visitors to the UK say they visit to see heritage sites. Cumbria has 7,529 listed buildings, approximately 2% of the national total. It has one UNESCO World Heritage site; Hadrian's Wall. For heritage buildings fire risk is important, but flooding is a more significant risk, with a flood occurring twice for every fire.

**Age Profile:** A large proportion of the population in Cumbria is over 60 years old and this is increasing more quickly than in the rest of England. What is paradoxical in Cumbria is that there are more deaths than births, but the population is still growing. The population forecast is for an in migration of older people living in single households. The growth of older people will result in an increase in the numbers of disabled people, currently estimated at 1 in 5 (rising to 1 in 4 by 2020).

**Ethnicity:** Data from Cumbria County Council indicated that the minority ethnic population of Cumbria was 3.3% in 2007. Last year 45 languages were required by Cumbria County Council and Cumbria Police for service delivery and recent information indicates that 42 languages are currently used in Cumbria's schools. There are at least 250 Gypsy and Traveller families living permanently in Cumbria.

**Economy:** The economy has a low growth rate and wages are below the national average. In 2008 the average household income in Cumbria was £30,637, lower than the national average of £34,884. Unemployment in Cumbria is lower than the national figure. In June 2009 the percentage of Job Seekers Allowance claimants was 2.6% (7836 people).

**Industry:** Key industries are energy, manufacturing and tourism. There is a nuclear reprocessing plant in West Cumbria, ship building in Barrow and pharmaceutical industry and gas supply plant in South Cumbria. These maintain their own fire cover, the type and capacity varies, however there is close liaison with Cumbria Fire & Rescue Service and other emergency services.

**Transport:** Transport and communication are problematic in Cumbria. Road safety is a particular concern, with approximately 250 people being killed or seriously injured on Cumbria's roads every year. The County has one minor airport at Carlisle and several smaller airfields, two major international air corridors over fly Cumbria, and the mountainous geography of the County makes it a particularly attractive training ground for military low-flying operations. The County has three ports. The West Coast Rail link bisects the County North to South with three additional lines radiating from Carlisle.

**Housing:** Affordable Local Housing is a significant issue for areas of Cumbria. Many local people live in rented accommodation and there are 12,852 second home owners.

**Health:** The health of people in Cumbria is poorer than elsewhere in the North West. The main cause of death is ischemic heart disease which accounts for 1 in 5 deaths. In 2007-08 3000 people were diagnosed with dementia in Cumbria and this is anticipated to double by 2025. Lung cancer accounts for 1 in 16 deaths in Cumbria. An estimated 25% of Cumbrian adults smoke compared to 26% nationally. In Cumbria it is estimated that 20% of those aged 16 plus engage in hazardous levels of drinking.

**Families:** Too many children in Cumbria live in deprivation; 1 in 4 babies in Cumbria are born into deprivation and 1 in 5 children will grow up in deprivation. Everyday in Cumbria one teenage school girl becomes pregnant and there are 11,428 single parent families in Cumbria.

**Domestic Violence:** Cumbria Constabulary reports that there are approximately 600 reported incidents of domestic violence every month in Cumbria.

**Fire Risk:** A review of fire deaths and casualties in Cumbria indicates that those over the age of 70 are most at risk and where there is smoking, deprivation and/or rurality.

National research also indicates the following groups are at risk; single parent families, single person households, those in socially rented accommodation, sick/disabled, people who have never worked.

Cumbria has, however, been deeply affected by the flooding of November 2009. The events of those few days and the aftermath have been well documented but the Fire and Rescue Service's involvement was pivotal in the rescue phase of the operation. Silver Command was based at Service HQ and as such became the focus for all emergency services involved in the rescue operation and for the public as a source of information. In the aftermath and recovery phase the Service has had to make modifications to how it delivers its services due to the closure of bridges and other associated issues.

**This local context brings significant challenges to service delivery for Cumbria Fire & Rescue Service.**



### 3. What? - Service Priorities

Cumbria Fire & Rescue Service will contribute to creating safer, stronger and inclusive communities by seeking to:

- **Reduce the impact of fire and other emergencies on communities**
- **Improve road safety**
- **Improve respect for others**
- **Work towards equality for all groups in Cumbria**
- **Work towards continuous improvement**

Each department/locality and station produces a plan that sets out how it will contribute to the delivery of these key objectives. Priorities within the plans may include the following key actions:

#### **To reduce the impact of fire and other emergencies on communities**

- To reduce the number of people killed or injured in dwelling fires in Cumbria.
- To increase the number of home safety visits delivered with emphasis on reaching vulnerable groups known to be at increased fire risk.
- To support people to live independently and safely in their homes
- Arrangements for working with the business community across Cumbria for delivering risk based protection activity



- Developing the resilience and business continuity, crisis and disaster management arrangements for businesses across Cumbria
- Ensure arrangements for safeguarding the culture, heritage and environmental assets in Cumbria
- To provide appropriate resources to ensure our 'weight of attack' in response to emergency situations is effective.

### **To improve road safety**

- To reduce the number of people killed or seriously injured in road traffic collisions on Cumbria's roads, with particular emphasis on young people's safety.

### **To improve respect for others**

- To support the national agenda to reduce anti-social behaviour and to tackle the growth of violent extremism.
- To support youth work related to Every Child Matters particularly the 'Staying Safe' and 'Making a Positive' contribution themes.

### **To work towards equality for all groups in Cumbria**

- To work with partners to tackle the root causes of inequality in Cumbria and to promote social, health and economic wellbeing.
- Be able to make a strong contribution to the achievement of Excellence in the Equality Framework for Local Government when Cumbria County Council is externally assessed in 2012

### **To work towards continuous improvement**

- Firefighter training and development tailored to operational risk.
- The development of an inclusive organisation with a workforce that is representative of the community in Cumbria.
- To continue to explore partnerships and joint arrangements with other emergency services.
- To deliver environmental policy that seeks to reduce the impact of our carbon footprint.

### **National Indicators and the Local Area Agreement**

The Service contributes with appropriate partners to a number of the National Indicators (NI) within Cumbria's Local Area Agreement: These are NI 47 (Killed and Seriously Injured (KSI) in road traffic collisions); NI 30 (Re-offending rate of prolific and priority offenders); and NI 32 (Repeat incidents of domestic violence).

## 4. Why? - Managing Risks

### Integrated Risk Management Plan:

Fire and rescue services have a duty to effectively manage risks facing their community. They are required by statutory guidance in the National Framework 2008-11 to produce a local strategy for managing risk through a balance of prevention, protection and intervention. This strategy is known as the Integrated Risk Management Plan (IRMP). Cumbria Fire & Rescue Service is in the process of reviewing its IRMP and a consultation period will begin in the Summer of 2010 for the publication of the new plan in 2011. The IRMP considers national risks, county wide risks from the Community Risk Register and risks in each locality and station area. The new IRMP also will consider risks in Cumbria at a micro level down to 322 super output areas.

### Organisational Risks:

The service considers risks to the organisation on a monthly basis and monitors progress against mitigation activity. The key risks currently facing the service are:

- Changes in terms and conditions of service cause a withdrawal of labour or absence/ there is strike action by operational personnel
- Insufficient water pressure available at incidents
- Failure to meet requirements of the Fire & Rescue Service Equality & Diversity Strategy 2008-18 (including recruitment, employment and service delivery)
- Significant negative mid-term budget review
- Failure to maintain and update robust Business Continuity plans and an incident occurs
- A significant safety event occurs
- A key safety event occurs due to systemic failure
- Practical implications of the European Working Time Directive and potential implementation of part time workers case law
- Failure to achieve financial close of NWFRS PFI Project
- The Midland Trent HR and Payroll system does not deliver the anticipated benefits for the fire and rescue service and is now in danger of frustrating our ability to deliver services
- An inability to ascertain through training records whether operational personnel have undertaken appropriate activity to ensure they achieve and maintain competence
- Data quality is insufficient to support performance management effectively
- Having timely and accurate data to support performance management
- Economic risks to the service resulting from issues such as the current economic climate and resulting exchange rate issues and proposed changes in pension contributions
- The current CFRS Call Handling and Mobilising System becomes unserviceable and fails
- The business continuity is affected significantly by catastrophic failure of the service telephone system

5. When? Key Actions for Cumbria Fire and Rescue Service 2010-11

Action	Outcome	Resources	Timescale Officer	Performance Measure
To deliver a Private Finance Initiative scheme to build five new fire stations at Patterdale, Workington, Penrith and two in Carlisle.	Project to build five new fire stations continues to progress, so that the Service has stations that meet the needs of a diverse workforce and community	£350,000 investment over the next three years. Additional project staff in the form of a GM dedicated to the project	Head of Operational Support Project to be completed by 2013	Project stays "Green" on target, throughout 2010-11 on project plan. Achievement of financial close by 31st October 2010
To move to a Regional Control Centre in 2012 will mean that we will have to update our current IT provision.	The Service develops a specification and purchases required ICT equipment to enable CFRS to meet the project timescale for delivery of Regional Control by 2012	£150,000 investment over the next three years	Head of Operational Support ICT equipment to be purchased by March 2011	Project stays "Green" on target, throughout 2010-11 on project plan.
The Service establishes a Commissioning Framework for securing Home Safety Visits from third sector organisations to assist the Service with reaching vulnerable groups in Cumbria.	CFRS develops commissioning framework and trains third sector organisations to deliver Home Safety Visits.	Impact of Migration Grant £13,500	Head of Community Risk Management By 31 March 2011	1,000 HSV delivered to vulnerable groups. Commissioning framework in place and training delivered to third sector
To work with the Ariel Trust, to develop an interactive road safety education resource for schools that allows Fire, Health and Children's Services partners to achieve LAA targets.	The delivery of Phase 2 of the Ariel Trust project – Science Section	External funding secured from Health and Children's Services	Head of Community Risk Management By Oct 2010	Local Area Agreement Targets achieved for: Fire Service: NI 47 People killed or seriously injured in road traffic accidents NI 48 Children killed or seriously injured in road traffic accidents Children's Services: NI 83 Achievement at level 5 or above in Science at Key Stage 3 NI 84 Achievement of 2 or more A*-C grades in Science GCSEs or equivalent Health: NI 39 Rate of Hospital Admissions per 100,000 for Alcohol Related Harm

Action	Outcome	Resources	Timescale Officer	Performance Measure
<p>To work with the third sector and community groups to develop self-help plans to reduce risk and to enable communities to respond effectively to major emergencies.</p>	<p>To work with local partners ensure CFRS participation in 12 community self help groups in Cumbria. Initial emphasis will be on responding to floods.</p>	<p>Within existing resources</p>	<p>Head of Community Risk Management By March 2011</p>	<p>CFRS actively engaged in 12 community self help groups. Groups have clear understanding of remit and role in an emergency.</p>
<p>To invest in improving welfare facilities on fire stations</p>	<p>To ensure facilities meet the requirements of a diverse workforce</p>	<p>Capital grant from the CLG of £34,482 in 2010-11</p>	<p>Head of Operational Support By March 2011</p>	<p>Priority list that was established though audit of stations completed by March 2011 and capital grant fully used to deliver improvement.</p>
<p>To explore partnership working and shared services opportunities with other fire and rescue services.</p>	<p>Project commissioned that explores and evaluates options for future partnership working and shared services with other Fire and Rescue Services</p>	<p>Potential efficiency savings to be determined</p>	<p>Deputy Chief Fire Officer By Dec 2010</p>	<p>Initial report prepared for SMT on options for the future.</p>
<p>To close our Kendal Workshops and upgrade the facilities at Dalston to provide a more effective service at a single site.</p>	<p>Staff consultation period completed, project moves forward and an effective and efficient workshop developed at Dalston.</p>	<p>This will involve a cost of £30,000 in 2010/11 but a saving of £70,000 in the following year.</p>	<p>Fleet Manager and Assistant Chief Officer By December 2010</p>	<p>Project to close Kendal workshops and upgrade the facilities at Dalston completed.</p>
<p>To review the efficiency and effectiveness of our purchasing and supplies facility in Cockermonth.</p>	<p>The review of stores completed and proposed changes approved by SMT. Staff consultation undertaken and project moved forward.</p>	<p>This will result in an annual saving of £50,000 with effect from 2011/12.</p>	<p>Service Improvement Officer and Assistant Chief Officer By March 2011</p>	<p>A revised, more effective and integrated Stores function operational at CFRS.</p>

## 6. How? Resources

### Our Fire Stations:

We currently operate from 38 fire stations, 33 of which are crewed solely by Retained Duty System (RDS) personnel, three others which are covered by regular and RDS staff and two that are covered by regular personnel only.

### Our Staff:

We have approximately 713 firefighters, of which only 240 are wholetime; the majority are RDS personnel. We also have 21 staff working in our control and mobilising centre and approximately 100 administrative, technical and professional support staff.

### Our Volunteers:

In Cumbria statistics indicate that one in three people volunteer compared to one in four nationally. CFRS has a volunteer scheme that enhances our capacity for preventative community safety activity and also provides a stepping stone for those interested in finding out about permanent careers in the Service. Currently the Service has 53 volunteers from a diverse range of backgrounds.

### Our Financial Resources:

Our 2010-11 net budget is £21,653,000 with additional capital budget to procure our fleet vehicles and improve our fire stations.

### Value for Money:

In 2009-10 the Service was assessed by the Audit Commission as scoring 2 (Adequate) in its Use of Resources Assessment.

The chart below sets out the cost per head of population for Cumbria Fire & Rescue Service in 2007-08 compared to other national Fire and Rescue Authorities. This demonstrates that the Service is one of the lower costing fire and rescue services and is an indicator that the Service provides value for money to its community.



## **Making the most of our resources**

### **Our Workforce Development Plan**

#### **Our long-term workforce needs and challenges:**

- Developing Cumbria Fire & Rescue as an organisation – to achieve excellence in people and performance management, partnerships and the efficient delivery of services
- Developing Leadership and Management Capacity – developing and implementing an effective Leadership Strategy as well as Management skills that reflect the different challenges facing leaders and managers in the fire and rescue service today
- Developing the skills and capacity of the workforce – across all areas of the Service including technical, specialist and support services, management and the frontline workforce

#### **Our priorities for workforce development for the next three years:**

- Implement and develop our Competence Recording system (PDRpro)
- Implement and develop our e-learning packages via Learnpro
- Evaluate the possibility of introducing an Apprenticeship Scheme
- Introduce Development Pathways for all roles across CFR, in order to develop the workforce consistently and equitably.
- Build upon the Quality system in place, ensuring that a robust and comprehensive Quality Assurance Framework is utilised in order to revalidate all frontline Operational Training
- Utilise the resources available to ensure that our risk based approach to development is effective
- Provide role related training to meet the requirements of the National Occupational Standards (NOS)
- Maintain the Direct Centre status for NVQ qualifications
- Meet the requirements identified under the Management of Operational Road Risk
- Develop leadership and management framework
- Develop competence in the workplace by utilising our skilled assessors and verifiers
- Develop our Incident Command and Command Support training interventions
- Develop and implement the following programmes across the Operational Personnel (Initiat Emergency Care, Fire Behaviour Training, BA, SRT and RTC training)

In addition there is a strong commitment in the Service to increase the diversity of our workforce.

## **Our Medium Term Financial Strategy**

Cumbria Fire & Rescue Service does not have a separate medium term financial strategy, but our approach reflects the corporate Cumbria County Council Medium Term Financial Strategy.

### **Capital Programme:**

Details of the Capital Programme will be published when they are finalised in the near future.

## 7. Performance

### Achievements and Good Practice:

The Service continues to make a positive impact in the community and shown below are some examples of what we have achieved during the past year:

- Improved engagement by the Service with vulnerable communities across the diversity strands through the development of partnerships with Third Sector organisations working in those communities. This has led to increased access to fire safety information, Home Safety Visits and opportunities offered by the fire and rescue service and also engagement with these groups in service planning development.
- Equality training for front line staff - interactive training tailored to each fire station reflecting the social and economic profile of the community it serves. All stations now completed.
- The development of Road Awareness Training with the introduction of a new interactive training package and expanding the audience base. This work contributes towards the reduction in the number of killed and seriously injured on the County's roads.
- The increase in the scale and scope of the Firesafe initiative to include flood information, particularly significant in Cockermouth where a Fire/FloodSafe took place in a vulnerable part of the town just before the flooding in November 2009.
- The expansion of the Young Firefighters Scheme with more stations taking part and the continuing involvement with the Prince's Trust.
- The increase in the number of Community Volunteers from diverse backgrounds allows the Service to reach more vulnerable people in the community.
- Successful outcomes from the Cumbria Floods in November 2009 involving staff from across all aspects of the Service.
- The third 'Together Towards Success' Awards Night recognising excellence within the service.
- The further embedding and understanding of performance management

### External Awards:

The past year has been one in which personnel have continued to excel in many areas of service delivery. The commitment of our people to excellence has resulted in the following awards:

Once again, the service has been shortlisted for a the Royal Society for the Prevention of Accidents (**RoSPA**) award which will be announced in May and will be either a 'Commended', 'Highly Commended' or 'Sector' award.

In addition, CFRS personnel won a Silver Award for Equality and Diversity at Cumbria County Council's own **Excellence Awards** in January. Awards were presented to Kendal Community Risk Management Team.

The Service has three short listed nominations in the national '**Spirit of Fire**' Awards run by the Fire Fighters Charity. Cockermouth Station has been short listed in the 'Station of the Year' category, John Wall from Workington Locality for the 'Charity Supporter of the Year' category and the Service for 'Brigade of the Year'.

Below is some detail of the Service's performance over the last year. Please note that these are based on forecast figures or data that has to be finalised and that in some areas the numbers are statistically small.

The provisional figures for 2009-10 indicate that the Service is on target and better than last year in the following areas:

- Reducing number of Primary Fires
- Reducing number of deaths in Primary Fires
- Reducing number of non fatal casualties due to Primary Fires
- Reducing number of Accidental Dwelling Fires
- Reducing number of fires in Non Domestic Properties
- Reducing number of Malicious False Alarm calls received
- Reducing number of deaths and injuries arising from accidental dwelling fires (Measured over a three year period (2007-10) – LAA Legacy Target SI 13)
- Reducing number of deliberate Primary Fires (including vehicles)
- Increasing number of RTC related incidents attended within 15 minutes

Although not an indicator directly controlled by the Service, the number of killed and seriously injured in Road Traffic Collisions is reducing, in particular those involving young people.

The Service monitors its performance in a variety of ways and it uses the outcomes of this monitoring to shape how it provides its services to the public. During the planning process this information is used in determining our performance indicators for the forthcoming year.

#### **Where we need to get better:**

- The number of deaths arising from accidental dwelling fires – although the number has reduced from six to five in the last year
- The number of non fatal casualties (excluding precautionary checks) arising from accidental dwelling fires is worse than target, but performance is better than the previous year
- The number of deliberate secondary fires has not achieved target, but performance is better than last year
- The number of Malicious False Alarms not attended is not on target but is better than the previous year
- The percentage of fires where no smoke alarm was fitted has risen

- The percentage of fires where the smoke alarm failed to activate has risen
- The number of Home Safety Checks carried out has not achieved target
- Response standards to dwelling fires did not achieve target
- The number of males killed or seriously injured in dwelling fires has increased
- Sickness levels within the Service have increased
- The percentage of new entrants to Cumbria Fire & Rescue Service across the organisation that are from Minority Ethnic Groups has not achieved target.

As part of the Service Planning process, much work has been undertaken in reviewing the performance indicators and the associated targets. The performance indicators are, in some cases, 'headline' indicators which will be monitored by Senior Management Team (SMT). However, these will be considered in much more detail at Locality and Station level at their weekly and monthly meetings. When considering the targets for the indicators for 2010-11, in general there is a 5% improvement based on previous years performance. In addition the Service considers the performance of other fire and rescue services and where appropriate the target has been set to achieve an improvement in the quartile position. Targets have been set using available data and as the performance for 2009-10 is finalised there may be some adjustments to the targets. These adjustments will be reported to SMT for approval.

Appendix 1

Service Priority: Reduce the impact of fire and other emergencies on communities						
Reference	Performance Indicator		2009-10 Actual	2009-10 Target	2009-10 Performance against Target	2010-11 Target
1.1/2010	Total number of primary fires per 100,000 population	Rate	174.5	216.0		165.3
		Actual	867	1073		821
1.2/2010	Total number of fatalities due to primary fires per 100,000 population	Rate	1.01	1.01		0.60
		Actual	5	5		3
1.3/2010	Total number of non fatal casualties due to primary fires per 100,000 population	Rate	4.4	7.7		3.6
		Actual	22	38		18
1.4/2010	Percentage of dwelling fires attended where no smoke alarm was fitted		38.1%	21.6%		33.1%

Service Priority: Reduce the impact of fire and other emergencies on communities						
Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 Performance against Target	2010-11 Target	
1.5/2010	Number of Home Safety Checks carried out	15,057	18,000		18,000	
1.6/2010	Lower Super Output Area response standards for the first appliance to dwelling fires are met	76%	80%		80%	
1.7/2010	Total number of False Alarms per 10,000 population	Rate	N/A	N/A	48.4	
		Actual	2,513	N/A	2,405	

**Service Priority: Improve road safety**

Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 target	2010-11 Target
2.1/2010	Percentage of Road Traffic Collision related incidents attended within 15 minutes	85.5%	80.0%		80.0%

### Service Priority: Work towards equality for all groups in Cumbria

Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 target Performance against Target	2010-11 Target
3.1/2010	Percentage of new entrants to the operational sector that are women (retained and regular)	8.3%	16.0%		16.0%
3.2/2010	Percentage of new entrants that are from a Minority Ethnic Group (MEG) group across the organisation	0.0%	3.3%		3.3%
3.3/2010	Number of female firefighters promoted (regular and retained)	0	1		1
3.4/2010	Number of MEG firefighters promoted (regular and retained)	0	1		1
3.5/2010	The percentage of Community Volunteers who are disabled or from MEG backgrounds and by gender and age (reflecting the population)	Disabled – 9.7% Male – 61.7% Female – 38.3% 16-30 – 36.7% 30-50 – 56.7% 50+ – 6.6% MEG – 9.7%	Disabled – 5.0% Male – 50.0% Female – 50.0% 16-30 – 25.1% 30-50 – 42.3% 50+ – 32.6% MEG – 5.0%	N/A	Disabled – 5.0% Male – 50.0% Female – 50.0% 16-30 – 25.1% 30-50 – 42.3% 50+ – 32.6% MEG – 5.0%

**Service Priority: Improve respect for others**

Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 target Performance against Target	2010-11 Target
4.1/2010	Number of Deliberate Secondary Fires per 10,000 population	Rate	19.30		16.0
		Actual	959		
		20.0			
		994			944

**Service Priority: Work towards continuous improvement**

Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 target Performance against Target	2010-11 Target
5.1/2010	Rate	9.4	6.48		8.9
	Actual	3,247	2,462		3,085
5.2/2010	Rate	3,372.1	5,515		3,255.8
	Actual	29	44		28
5.3/2010	Rate	2,093	2,093		1,976.7
	Actual	18	18		17
5.4/2010	Rate	581.4	1,163		584.1
	Actual	5	10		5

Service Priority: Work towards continuous improvement

Reference	Performance Indicator	2009-10 Actual	2009-10 Target	2009-10 target Performance against Target	2010-11 Target
5.5/2010	The number of accidents reported relating to fleet vehicles	11	46		10
5.6/2010	The number of days/shifts lost due to accidents per 100,000 employees	Rate	5,997.0		13,488.4
		Actual	122		116
5.7/2010	The percentage of 999 calls answered in seven seconds	98.7%	95%		95%
5.8/2010	The percentage of calls mobilised within 60 seconds from time of answering the call.	72.97%	70%		70%
5.9/2010	CO2 emissions from fires	TBC	TBC	N/A	TBC
5.10/2010	CO2 emissions as a result of energy consumed in CFRS property	968 tonnes	N/A	N/A	920 tonnes