



Key Service Deliverables/ Priorities



1. To reduce risk in our communities.
2. Contribute to our communities through positive engagement.
3. Reshape the Service.
4. Deliver effective, efficient and sustainable services.

Key Performance Indicators (Target 16-17)

- Total emergencies attended (<=3985).
- No. of Accidental Dwelling Fires attended (<=256).
- No. of Automatic Fire Alarm activations attended (<=752).
- No. of casualties in Accidental Dwelling Fires (excluding precautionary checks) (<=11).
- Meet IRMP response standards (80% of occasions).
- No. of Fire Safety Inspections undertaken (Meet the requirements of the risk based audit programme).
- No. of Road Awareness Training sessions in all educational establishments in Cumbria where 17-24 year olds attend (100% completed).
- No. of Heartstart programmes delivered (1 per Watch per month).
- No. of Home Accident Reduction Interventions (HARIs) (New visits within 6 weeks).
- No. of Fire Cadet/Young Firefighter schemes successfully completed (12 courses).
- Improved on-call fire engine availability (100% availability).

Plan on a Page 2016/17

Projects & Activities (due date).

- Implement revised response standards (04/2016).
- Review on-call firefighter 'response to station' times in order to improve recruitment of on-call firefighters (12/2016).
- Invest in improved resources for firefighters in relation to responding to water related incidents (equipment and Personal Protective clothing) (07/2016).
- Work with North West Ambulance Service on a collaborative approach to medical response (03/2017).
- Review the Incident Command and Control function within CFRS (09/2016).
- The continued enforcement of the Fire Safety Order (ongoing).
- Rationalise the Community Safety Team and re-shape, continuing to focus on Home Accident Reduction Initiatives, Heart-Start and Road Awareness Training programmes (12/2016).
- To explore the opportunity to pilot a flood awareness programme for homeowners, delivered by Firefighters (07/2016)
- To support and develop the youth engagement i.e. Fire Cadets/Young Firefighters programme across CFRS (ongoing).

Projects & Activities (due date).

- Identify/review new/current partners to ensure effective service delivery through collaboration (ongoing).
- Revise working arrangements and support for On-Call stations (12/2016).
- Design, agree and deliver new duty systems for regular firefighters whilst maintaining appropriate operational response levels (03/2017).
- Reshaping the management structure across the Service (09/2016).
- To deliver a new Hot Fire training facility (12/2016).
- Improved fleet efficiencies.
- Revised arrangements for responding to Automatic Fire Alarm (AFA) activations (07/2016).
- Work with partners to generate income, including more robust management of non-statutory functions (e.g. response to non-emergency Special Service calls) (09/2016).
- Deliver Vehicle Replacement Programme (capital funded) (03/2017).
- Deliver the Furness Peninsula Blue Light Hub (central government grant funded) (12/2016).
- Implement 3 person crewing / tactical response vehicles for small incidents (09/2016).