

## Key Service Deliverables / Priorities

*We will.....*

1. Continue to develop Cumbria Fire & Rescue Service to ensure a safe and efficient service is delivered to the people of Cumbria
2. Continue to innovate and deliver services that contribute to the protection of local communities in Cumbria
3. Ensure the provision of an emergency response that meets the needs of the people of Cumbria
4. Work to maintain the health, safety and welfare of all staff

## Key Performance Indicators (Target 18-19)

- Total emergencies attended (<=3876)
- No. of Accidental Primary Dwelling Fires attended (<=246)
- No. of Commercial Automatic Fire Alarm activations attended (<=712)
- No. of casualties in Accidental Primary Dwelling Fires (excluding precautionary checks) (<=10)
- Meet IRMP response standards
  - 10 minutes to primary building fire on 80% of occasions
  - 15 minutes to all other incidents on 80% occasions
- No. of Fire Safety Inspections undertaken (Meet the requirements of the risk based audit programme- 100% high risk audits within 4 weeks)
- 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 (312 training events)
- No. of Safe & Well Assessments delivered (10,000 visits)
- No. of Fire Cadet/YFF/Youth Engagement schemes successfully completed (12 courses)
- Improved on-call fire engine availability (>=95% availability)
- Completion of all required CCC Learning Zone programmes (100% completion)

## Cumbria Fire, Rescue and Resilience Service Plan - 2018/19

### PREVENTION

- Focus prevention activities on Safe & Well assessments, delivered in partnership with the Health, Care and Communities directorate; Heart-Start and Road Awareness Training programmes (ongoing)
- To support and develop the youth engagement i.e. Fire Cadets/Young Firefighters and Junior Citizen's programmes across CFRS
- Work with the Resilience Unit and Flood Action Groups to mitigate against the risks from flooding across Cumbria
- Further develop Prevent Board & liaise with partners through Contest Board

### PROTECTION

- The continued enforcement of the Fire Safety Order (ongoing)
- Pilot the Introduction of Operational Fire Protection Inspections (2 per watch per month)

### RESILIENCE

- Complete governance arrangements for business continuity management
- Refresh and test business continuity plans
- Deliver Mental Health training, awareness and understanding to all staff

### RESPONSE

- Revise working arrangements and support for On-Call stations
- Implement the use of more appropriate vehicles / response arrangements for low risk incidents
- Work with North West Ambulance Service to develop a joint emergency medical response

### ORGANISATIONAL DEVELOPMENT & TRANSFORMATION

- Respond to support and prepare for the Home Office Fire Reform Programme
- Commit to, and further expand, blue light collaboration opportunities, including the delivery of the new Furness Peninsula Blue Light Hub
- Redesign duty systems on regular fire stations
- Deliver 2018/19 IRMP action plan
- Develop a new 4 year IRMP (2019-23) and associated 4 year action plan
- Produce a revised risk based evidence profile
- Establish an Equality, Diversity & Inclusion Board to oversee the delivery of the Service Equality Strategy
- Continue to develop the CFRS website and provide up to date performance information to improve transparency, information and accessibility