**People** - We will have a motivated and committed workforce that is innovative, supported, skilled and customer focused.

- We will ensure the following are completed on **100% of occasions**:
  - Valuing Individual Performance reviews
  - Exit Interview offers
  - Council mandatory training e.g. ICT, Safeguarding
- We will aim for improvements in the outcomes in the annual staff survey;
- We will publish all key performance information on our website.

**Prevention** - We will prevent fires and other emergencies by prioritising the most vulnerable.

We will deliver a minimum of **104 Road Awareness Training sessions** to 17-25 year olds across Cumbria and a minimum of **52 Road Awareness Training sessions** for over 55’s. We will deliver a minimum of **324 HeartStart Courses across Cumbria in 2019/20**. Over **10,000 Safe and Well visits**.

**Protection** - We will protect people, property and the environment by working with partners to ensure compliance with legislation.

The number of fire protection audits in commercial premises to be greater than **800**. We will continue to work to reduce the number of false alarms at commercial properties with a target of attending less than **331**.

**Response** - We will plan for and respond effectively to emergencies when they arise.

We will continue our programme of preventative work to further reduce the incidence of primary dwelling fire, with a target of less than **241**. We will maintain the current level of On-call Fire Station availability at **87%** whilst aspiring to a level of **95%**. We will meet our IRMP response standards of:

- **10 minutes** to primary building fires on 80% of occasions
- **15 minutes** to all other incidents on 80% of occasions