



**Cumbria Fire
and Rescue
Service**

**Annual
Report
2020 - 21**



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Foreword by the Chief Fire Officer

Welcome to Cumbria Fire and Rescue Service's Annual Report for 2020/21. The report covers the financial year 2020/21, and includes highlights of the year, performance against our targets, and how we are working to improve our service to the people of Cumbria.

Over the last twelve months, everyone has been affected by the pandemic, including the Fire and Rescue Service. I would like to express my sincere thanks for the tireless dedication and hard work shown by all staff. Throughout the year, as a Service we have contributed significantly to the Covid-19 response in Cumbria and worked to protect our communities.

Over the next twelve months, the Government is considering how to reform the local democratic structures in Cumbria. This reform has the potential to impact on the running of the Service for years to come. Both myself and the Fire Authority will engage in the process with a view to ensuring the best possible outcome for the people of Cumbria.

Finally, this report allows the Service to demonstrate to all its stakeholders that it is delivering its objectives in keeping our communities safe from harm whilst providing value for money.

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



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



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



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



John Beard
Chief Fire Officer

Introduction

The Annual Report outlines the key achievements of the Service during 2020/21 in the main areas of People, Prevention, Protection and Response, and also outlines our response to the Covid-19 pandemic. This year the report also contains an update from the Local Resilience Forum (LRF) who work towards ensuring all partners in Cumbria are prepared to deal with whatever major incidents may occur.

One of the important documents that the Service works to is our Integrated Risk Management Plan, which outlines our strategic objectives over a four year period. This report sets out what we have done to achieve those objectives in 2020/21 and what happened as a result.

The Annual Report provides details on our finances and resources and gives an overall view of our work and performance in 2020/21 and our future plans.

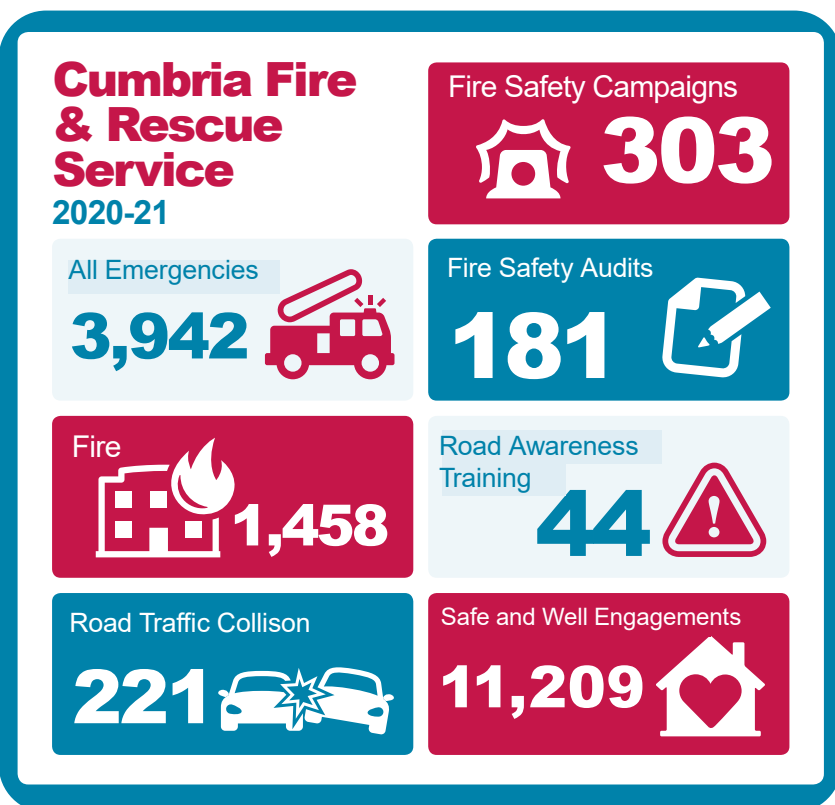
Cumbria Fire and Rescue Service (CFRS) is committed to the vision of being a fire and rescue service that works with residents, businesses, communities and other organisations to deliver the best services within our available resources.

The achievements and excellent performance from last year are testimony to this vision and the work of our staff.

To understand more about the Service, we recommend you look through the pages of our **website** and our reports to the Fire Authority, which are also available there.

About Us


Cumbria is one of the most diverse counties in the country, and as such the Fire and Rescue Service has to be adaptable to meet the various demands placed on it. Every year we deal with a large number of wide ranging incidents and provide significant levels of training in the community.



Over the last twelve months the Service has contributed significantly to the Covid-19 response in Cumbria as well as dealt with a wide range of other activities that includes flooding, dealing with hazardous materials, dealing with wildfires, animal rescue, potential suicides and assisting the NHS with bariatric patients.













Covid-19 response

Cumbria Fire & Rescue Service



Supporting our communities throughout COVID-19

Since January 2021, we have:

<p>Delivered 532 Face Fits sessions for clinical care staff</p> 	<p>Supporting 12 Community Testing Sites across the county</p> 	<p>263 employees volunteered to undertake additional duties</p> 
<p>12 employees have commenced ambulance driving training</p> 	<p>Conducting Lateral Flow Testing across all 38 Fire Stations</p> 	<p>Delivered 36 LFT Train the Trainer sessions to local businesses enabling them to regularly test over 5000 employees</p> 
<p>18 employees are fully-trained as vaccinators</p> 	<p>Mobilised our rapid response team 4 times to deal with COVID-19 outbreaks</p> 	<p>Supported the rollout of Lateral Flow Testing in 16 schools, testing 17,129 pupils</p> 
<p>We are ready, willing and able</p>	<p>Covered 148 12-hour shifts at Kendal's MVC</p> 	<p>Delivered 468 emergency food parcels and free school meals</p> 
<p>Arranged 66 laptops to be reconditioned and distributed to schools</p> 		

In response to the Covid-19 pandemic, CFRS have been supporting teams across the County Council, NHS and the wider Local Resilience Forum by undertaking additional duties to protect communities across Cumbria.

Here in Cumbria, firefighters have been working tirelessly since the start of the pandemic to support communities in every way possible – from helping to deliver food parcels, Personal Protective Equipment (PPE), emergency medication and more recently supporting the roll out of lateral flow testing and vaccinations.

Lateral flow testing has been undertaken within CFRS for some time now, meaning all staff, including those who are undertaking vital Covid-19 work, were kept safe and are able to prevent the spread of the virus by anyone who may be asymptomatic.

CFRS colleagues have also trained multiple local businesses and organisations to conduct lateral flow testing in their own organisations. This work enables thousands of people in Cumbria to be regularly tested each week.

As mass vaccination programmes were established within Cumbria, staff from Cumbria Fire and Rescue Service once again stepped up to assist. Over 250 members of staff from various roles and positions including On-call, Full time, community safety and service support staff volunteered to be trained and equipped with the skills to help local NHS services deliver and administer vaccines across the county.

North West Ambulance Service (NWAS) made further steps to boost its resilience, and trained a number of the region's firefighters to perform a similar role. Firefighters from across the region undertook an education programme with NWAS, with teams from Merseyside, Cumbria, Greater Manchester and Cheshire Fire and Rescue Service's.



Our resources

Cumbria Fire and Rescue Service works to ensure that its stations, equipment, and staff are deployed to respond in the most effective way to incidents. Our stations are located across the county and are staffed using a variety of duty systems.



Key

- = Full time/Day Crew and Full time/Day Crew with On-call
- = On-call

Cumbria Fire and Rescue Service is continually evaluating and improving its fleet. This ensures staff have access to the most effective vehicles and equipment designed to meet the risk and demand within the County.

In 2020/21, we reviewed our equipment disposition in light of refreshed risk profiling and invested in 23 sets of edraulic high powered battery rescue equipment positioned around the county in the most effective locations.



Performance

Cumbria Fire and Rescue Service is proud of the level of performance it delivers to the people of Cumbria. Highlights over the past twelve months include:

- Where incidents have occurred within a 10 minute response catchment area 93% of primary property fires have been attended within 10 minutes.
- Due to the introduction of 3 person crewing across the county, active monitoring of skill levels for targeted response and collaborative working with fleet to ensure appliance defects are rectified quickly, availability has increased from 85% at the beginning of the year to 95% at the end of the year.
- For 89% of incidents, other than primary property fires, crews have attended within 15 minutes. This is above target and higher than last year.
- Due to restricted travel during the lockdown the number of Road Traffic Collisions (RTCs) reduced (221) and remained lower than the previous year. Nevertheless, CFRS developed innovative ways to deliver Road Awareness Training activities virtually, providing a total of 44 Road Awareness Training (RAT) sessions throughout the year.

Despite these highlights, CFRS recognises where there are areas for improvement:

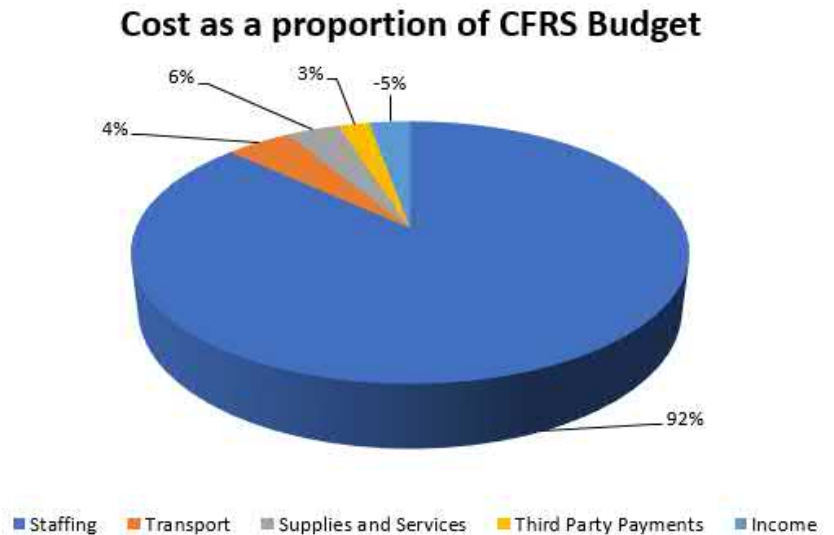
- Inevitably, during the lockdown behavioral changes were significant - with people spending more time at home - working, cooking and home schooling. This led to an increase in both accidental kitchen fires and secondary rubbish fires. CFRS implemented an enhanced communication strategy to mitigate this impact, informing members of the public of the increased risk of fire safety around the home, through attending interviews, radio and by organizing a number of social media campaigns.
- At the beginning of the pandemic waste disposal sites and collection of domestic waste was very limited. This unfortunately led to an increase in deliberate fires (550) as both commercial and members of the public used fires to dispose of waste. A 'waste' disposal subgroup was set up to address this issue of which CFRS was a member.

More details of our performance can be found on our **Website**, and a breakdown of key indicators is shown at the end of this report.



Our Budget

Cumbria County Council is the Fire Authority and therefore the Fire and Rescue Service benefits from a back-office support provided by broader council teams. In line with this, the Fire and Rescue Service budget is primarily aligned to staffing, transport and supplies and services, as shown in the graph. In 2020/21 our annual net revenue budget was in the region of £19 million excluding £1.6m depreciation. There is also an additional capital budget to procure our fleet vehicles and improve our infrastructure.



Equality, Diversity and Inclusion (“Inclusive and Safe Communities”)

CFRS is committed to ensuring it meets the Public Sector Equality Duty providing equality of opportunity through access to services for all by ensuring:

- CFRS Services has clear information about Cumbria’s diversity profile to inform it of the community it serves
- Communities of Cumbria and those underserved are involved in shaping CFRS service
- CFRS work reflects the needs of our diverse communities including those underserved and it can demonstrate outcomes in addressing structural discrimination and inequalities;
- Workforce outcomes for people who share a protected characteristic demonstrate the benefits of a proactive approach to Equality, Diversity and Inclusion

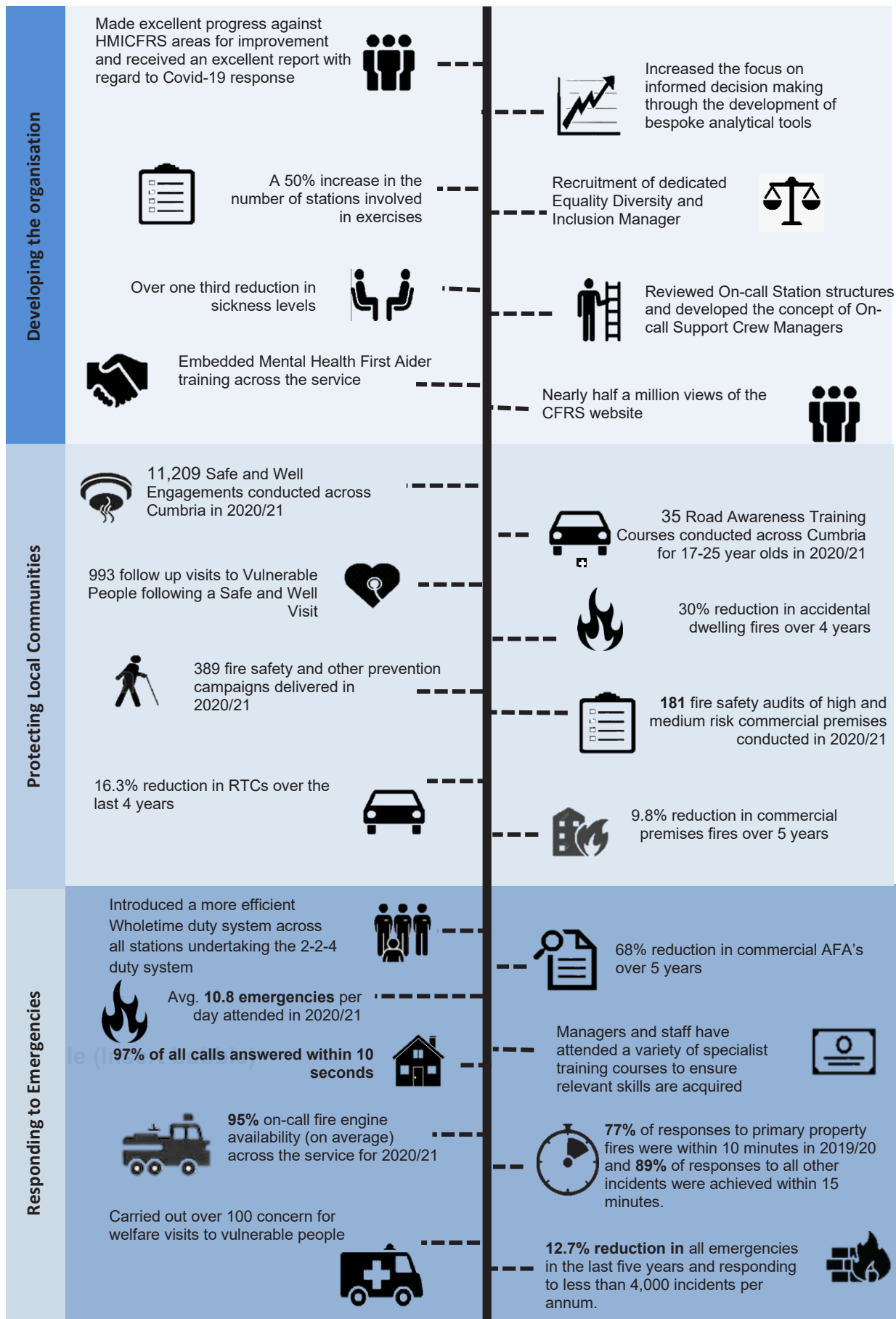
The service in moving towards “Inclusive and Safe Communities” has set the following EDI priorities:

- Understanding our Communities
- Inclusive Services – (Response, Protection and Prevention)
- Valuing our People (Diverse and Inclusive Workforce)

In meeting this duty, CFRS contributes towards the delivery of the Councils Equality Strategy and Objectives that can be found at <https://www.cumbria.gov.uk/equalities/>



What have we achieved



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



Cumbria Fire & Rescue Service recognises that the support and development of our workforce is key to the delivery of all our Prevention, Protection and Response activities.

We recognise that diversity across our workforce brings the benefits of different skills, knowledge and experience that puts our communities at the forefront of everything we do.

What we said we'd do

Provide an appropriate number of trainee firefighter courses aligned to succession planning and organisational requirements.

What we did

Reviewed the way that we attracted, selected and trained our Full time and On-call staff that focused on behaviours, values, diversity and inclusion.

And what happened as a result

We have improved the overall availability of our fire engines and over the last 12 months nearly 50% of our firefighters have come from underrepresented groups.



What we said we'd do

Seek improvement to the coordination of the health and safety arrangements of the Service, including staff training, Adverse Safety Event reporting, investigation, and organisational learning.

What we did

We made the nationally recognised Institution of Occupational Safety and Health (IOSH) managing safely courses available to all our supervisory managers to improve the understanding of Adverse Safety Events reporting and organisational learning.

And what happened as a result

This has also improved individual knowledge and skills to manage situations in both non-emergency and emergency situations, particularly enhancing incident command skills. This has also led to a reduction in the severity of accidents that have been previously experienced across the service.

What we said we'd do

Ensure that all staff receive a Valuing Individual Performance (VIP) appraisal within the required timescales and offer development programmes specific to their needs including opportunities such as job shadowing.

What we did

Improved the awareness of the benefits of VIP appraisals amongst staff, and in recognition of the impact of the pandemic carried out a number of appraisals online.

And what happened as a result

We have achieved a completion rate of over 90%, and job shadowing opportunities across the Service are now available.



What we said we'd do

Continue to review and evaluate our mental health provision in line with CCC and consider the introduction of the National Fire Chiefs Council (NFCC) endorsed Blue Light Framework and "Resilient Me" programmes.

What we did

Mental Health First Aider training has improved and they have become fully embedded across the Service.

And what happened as a result

There are now 20 trained First Aiders across the Service available for all staff to access when required. The team have delivered regular awareness raising events, have made referrals to professional services and are seen as an important element of the Service's commitment to the health and wellbeing of its employees.

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



Fire prevention is the proactive method of reducing emergencies and the damage caused by them. Working with a wide range of partners, the Service uses the latest intelligence and analytical tools to identify those vulnerable members of society that it can support. This support covers a wide range of socio economic issues, not just fire safety, and includes fire, fuel poverty, health both physical and mental and drugs and alcohol.

Staff employed by the Fire and Rescue Service are trained to deliver interventions in these areas and ensure that the people of Cumbria either see a reduction in their risk level or receive the support they need. Staff also receive training in new and emergent risks and have been instrumental in supporting the response to Covid-19 over the last 12 months

What we said we'd do

Work in collaboration with statutory and voluntary partners to identify and engage with vulnerable members of the community and other 'at risk' groups.

What we did

During the Covid-19 pandemic, we have continued to successfully engage with statutory and third sector organisations (e.g. Cosy Homes and Adult Social Care) to raise awareness of fire safety and promote awareness of prevention activities across the Service. Our colleagues in adult social care now risk assess and refer all their clients who may be at a greater risk from fire.



And what happened as a result

We have seen a reduction in accidental property fires. We have carried out 99 Streetsafe events across Cumbria and nearly 400 fire safety campaigns or other prevention activities.



What we said we'd do

Develop our systems and processes to use information technology more effectively.

What we did

We have introduced laptops for frontline firefighters and Community Safety Advisors to record Safe and Well Visits. We have created a digital recording system, to replace our old paper based forms. Alongside this, we have developed a range of interactive dashboards to allow teams to better target prevention activity to key areas of risk.

And what happened as a result

All staff delivering prevention work have access to better data to help them identify communities more at risk from fire. Recording of personal information during engagements is more secure, efficient and effective.



What we said we'd do

Have clear referral pathways for vulnerable members of the community, supporting delivery of prevention activity within people's homes.

What we did

We have worked closely with Adult Social Care to identify and create a streamlined referral system to ensure high risk and very high risk vulnerable members of the community are prioritised for support. These pathways work in both directions with fire staff able to refer vulnerable people for extra support.

And what happened as a result

We carried out a total of 11,209 Safe and Well engagements in 2020/21. As a result of those engagements 993 individuals were identified as being high risk. These individuals received further support and onward referral where necessary.

What we said we'd do

Deliver a programme of Heartstart, targeted road safety interventions and youth engagement programmes across the Service.

What we did

When safe to do so, we have continued to successfully deliver a wide range of targeted prevention activities in person. In addition, as a result of Covid-19 restrictions, we have developed virtual learning packages for schools and colleges, and delivered virtual Community Safety, Road Awareness Training (RAT) and Heartstart sessions across Cumbria.

And what happened as a result

Despite the limitations of the pandemic, we have managed to deliver 33 Heartstart courses and over 70 targeted RAT sessions or other road safety initiatives. We have seen over a 21% reduction in road traffic collisions year on year, with nearly 40% reduction in road traffic collision casualties.



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



Our Fire Protection role is to work proactively towards reducing the impact of fire in commercial premises and target those that pose the greatest risk to life, property, the environment and to the nation's heritage. All our Protection activities derive from a common purpose to make 'Cumbria a safer community to live, work and visit.' A new risk based inspection programme and delivery methodology has allowed the Service to put in place measures that will allow the best protection to be provided to the business and people of Cumbria.

What we said we'd do

Conduct Operational Business Engagement (OBE) visits to lower risk premises by crews and continue to train and develop the skills of staff involved in the delivery of OBE.

What we did

We have refreshed the training package and delivered refreshed training to operational personnel. We have established several OBE Coordinators across the service.

And what happened as a result

During the pandemic, we have tailored our response to meet the needs of the business community, taking into account those who have furloughed staff, and those who have continued to work. We have carried out 280 OBE activities and over 200 telephone engagements with businesses. During the last twelve months there has been a reduction in commercial fires and the number of false alarms continues to fall significantly.



What we said we'd do

Ensure that there are suitable arrangements to support out of hours fire protection advice for operational crews.

What we did

Out of hours Article 31 training has now been delivered to all Group Managers and a Service action card detailing the steps to be taken when dealing with fire protection issues. In addition, a recall to duty system for Fire Protection staff is now in place for out of hours support.

And what happened as a result

All urgent Fire Protection concerns are dealt with effectively by on duty managers rather than needing to wait for specialist advice during office hours.

What we said we'd do

Deliver an engagement programme with local businesses and other targeted groups.

What we did

We have delivered joint working with Local Housing Authorities, Licensing teams, sports ground panels and Border Force Authorities as well as created new links with local business forums.

And what happened as a result

Businesses within Cumbria are more aware of the relevant fire safety legislation and understand why compliance is both beneficial to them and for our communities.



What we said we'd do

Provide support and guidance and develop links within the business sector around the requirements of the Regulatory Reform (Fire Safety) Order 2005.

What we did

CFRS throughout 2020 provided an enhanced level of support to local businesses suffering economic loss due to the Covid-19 pandemic, including enhanced use of social media and Local Business Forums.

And what happened as a result

We were able to support businesses to stay safe during lockdown and balance the risk from fire once the lifting of restrictions started, helping support the Cumbrian economy.

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



Our approach to response is based on national guidance and locally derived risk assessments that assist us in making decisions about the distribution of resources for those occasions when emergency assistance is required, and we are called to help.

The nature and range of emergency incidents that we respond to has changed in recent years and our aim is to ensure that when emergencies do happen, we are able to respond in the most effective and safest way to protect and limit damage to life, property and the environment. To achieve this, we will continue to be innovative and flexible in the way that we manage and deal with emergencies.

We recognise that it is very rare for us to respond to an emergency on our own and we will continue to carry out joint planning with our partners to ensure we are prepared to deal with all types of emergency on a local, regional and national scale.

What we said we'd do

Revise working arrangements and support for On-call stations, listening to, and engaging with our workforce through the On-call working group.

What we did

Reviewed On-call Station structures and reintroduced the role of Watch Manager to each On-call station. Developed the framework to trial a new system of On-call annual leave. Introduced and developed the concept of On-call Support Crew Managers, established a team of 6 supervised by an additional Watch Manager.

And what happened as a result

On-call Watch Managers are now leading their fire stations and developing local frameworks. On-call Support Crew Managers are now working in On-call station areas and working on recruitment, prevention, protection and response activities.

What we said we'd do

Revise the duty system across all Full time stations to increase our efficiency and effectiveness to meet new demands and support delivery of the IRMP.

What we did

Introduced a more efficient Full time duty system across all stations undertaking the 2-2-4 duty system and implemented a flexible leave system.

And what happened as a result

We now have a duty system which provides more positive working hours to support the needs of the community. The introduction of flexible leave arrangements has provided a more efficient and effective annual leave framework.

What we said we'd do

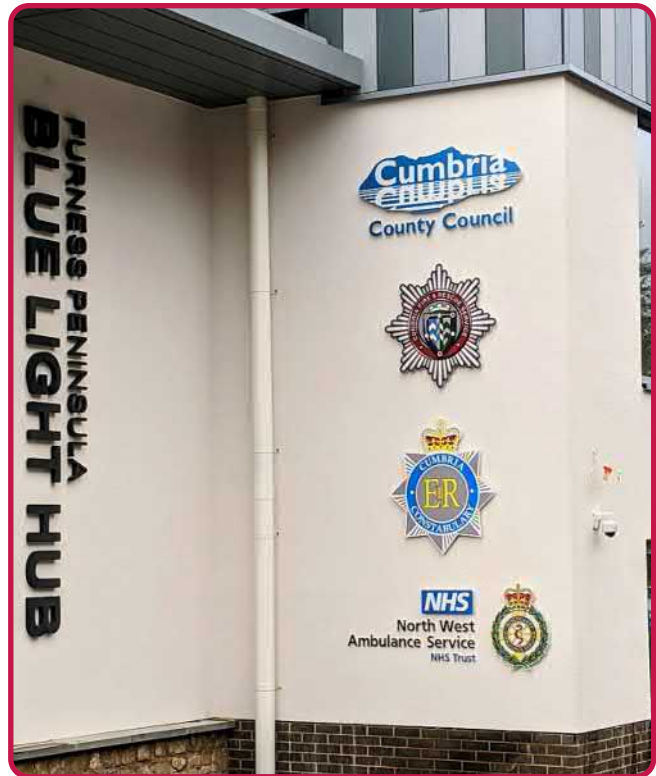
Explore further opportunities for collaboration with blue light partners for improving our services, and to complete the feasibility studies into potential new blue light hubs in the Kendal and Whitehaven areas.

What we did

Completed work on the Furness Peninsula Blue Light Hub (FPBLH), with a formal handover in early 2021, undertook feasibility studies in Kendal and Whitehaven for the potential adoption of further Blue light hubs.

And what happened as a result

We now have a new building at Ulverston which provides a modern, adaptable and flexible working environment which is working as a tri-service blue light hub.



What we said we'd do

Review equipment disposition in light of a refreshed risk profile and invest further in our rollout of high-powered battery cutting equipment.

What we did

Commission an external report to understand the Greenfield siting of appliances and equipment. Purchased and rolled out 23 sets of edraulic high powered battery rescue equipment and positioned on appliances based on historical usage

And what happened as a result

The new state of the art equipment has proven to be a valuable resource appropriate to the risks and demands and has been effective when used at incidents.

Resilience Unit Annual Statement, 2020

2020 began for the Resilience Unit with responses to Storm Ciara, followed immediately by a Major Incident for loss of water in the Penrith area and Storm Dennis occurring concurrently.

There was no time to draw breath as the Resilience Unit then went straight into supporting the County Council's response to the Coronavirus pandemic, facilitating the setting up of response structures and ensuring that they were sustainably resourced, including the Strategic Coordinating Group, Health Protection Board, Recovery Advisory Group, Multi-Agency Intelligence Cell and a number of other subgroups.

The Resilience Unit led the updating/creation of a number of plans and coordination documents including the Local Outbreak Control Plan, the Pandemic Influenza Plan and the Excess Deaths Plan. A cycle of reflection and continuous improvement in these arrangements has carried on throughout the year. The Resilience Unit enacted surge capacity planning, doubling in size within 3 weeks to keep pace with the demands of the incidents being faced. This additional capacity growth was the result of learning from previous incidents and was enabled by adopting and commandeering a number of other talented County Council staff to assist in the set up and support of emergency arrangements.

This expansion and subsequent retraction was extremely successful and gives a great opportunity as a mutual aid and surge capacity model. During the response to Coronavirus the team has recruited two Business Support Apprentices who are now well integrated and supporting the team remotely. The fluid nature of the year has seen great flexibility within the team and a number of significant dynamic changes to roles successfully embraced.

Despite the demands of the Covid-19 response a number of other major objectives were delivered:

- The risks on the Cumbria Community Risk Register were update and reviewed with a focus on the arrangements for “concurrent” incidents and compound impacts.
- In line with the REPIIR 2019 regulations the BAE Systems Off Site Emergency Plan and Sellafield Off Site Emergency Plan were both reissued in 2020.
- BREXIT preparedness arrangements continued to be developed and monitored as the UK left the EU and negotiations progressed.

Looking forward, 2021 brings with it the reality of managing the longer-term responder welfare balanced with the opportunities for learning from the experience of the incidents to inform our organisational and multi-agency planning and preparedness.



#NotJustFires

Only a small proportion of a firefighter's role is actually spent dealing with fires, and yet our crews often go above and beyond to save life, enhance the local community, and support people in need.

In Our Communities

Throughout the year our staff work in their communities to support residents, no matter what their age.

In normal circumstances, we would usually be visiting schools throughout the year to run our safety sessions. We didn't want children to miss out this year, so instead we've delivered over 100 virtual sessions to many different schools and organisations throughout the County.

Bonfire Night is of course always on our radar; however, this year brought a new level of risk. We urged families to think twice about hosting their own firework displays, as due to the pandemic and government restrictions on social gatherings, many organised Bonfire Night displays were cancelled. By working with our partner agencies throughout the County, we raised awareness of the dangers of fireworks and educated the public how to use them safely to ensure our communities were kept safe.



An innovative contribution to Atrial Fibrillation (AF)

More than 850 strokes have possibly been prevented thanks to a drive to detect and treat irregular heart rhythm in people across the North East and North Cumbria.

AF is a condition which causes an irregular or abnormally fast heart rate and is a major risk factor for stroke. Over the last four years, an NHS programme, led regionally by the Academic Health Science Network for the North East and North Cumbria (AHSN NENC), has introduced a number of initiatives to identify and treat those with the condition.

As part of the AHSN's national programme, which aimed to improve the detection and treatment of AF by rolling out the use of a pulse check device - called AliveCor. The AHSN NENC worked closely with Cumbria Fire and Rescue Service to implement the use of AliveCor as part of the service's Safe and Well visits, which focused on older, more frail, and vulnerable people.

CFRS used the AliveCor device as part of their Safe and Well visits, which included pulse checking, alcohol reduction, smoking cessation, social wellbeing and falls.

One woman, who was subsequently diagnosed with AF, said that had it not been for the visit of the Fire & Rescue crew, she may never have known she had AF and that she was at risk of a potentially life-changing devastating AF-related stroke. Overall, the AliveCor devices were used 169 times, detecting 11 abnormal rhythms (6.5% detection rate).

Supporting the Fire Fighters Charity

The Fire Fighters Charity, like many other charities, has lost much of its income due to the pandemic with so many events being cancelled. The Charity provides specialist mental and physical health and social wellbeing support to fire service staff and their families nationwide. It plays a vital role for firefighters, so Cumbria Fire and Rescue Service showed their support by organising a range of fundraising events.

Bob Graham Relay – CFRS staff conquered a mammoth running challenge and raised more than £2,600 for the Fire Fighters Charity in August 2020.

A team of 20 staff ran the gruelling 66-mile Bob Graham Round, traversing 42 peaks and ascending 26,900ft in total around the Lake District in just under 24-hours on 7-8 August 2020.

September Cycle Challenge – CFRS's Area Manager, John Walkden completed a cycling challenge and raised over £750 for the Fire Fighters Charity throughout September 2020.

John's challenge commenced on 1 September, with the aim to cycle at least 25 miles per day. He successfully completed the challenge on 30 September 2020 and cycled an amazing 844 miles.

Charity Raffle - CFRS's Watch Manager, Adam Walker arranged a donation of over £1,000 split between The Fire Fighters Charity and Blood Bikes Cumbria. Adam is a Watch Manager based at Workington Fire Station and is also a member of the North West Bikers – an organisation of keen motorcyclists. Rachel Fee from North West Bikers arranged a raffle, which many local businesses supported. Over 1,000 tickets were sold, and all funds were split between The Fire Fighters Charity and Blood Bikes Cumbria.

In remembrance of 9/11, crews from Whitehaven and Sellafield took part in a 9/11 stair challenge to raise funds for The Fire Fighters Charity and The Tunnel to Towers Foundation. They wore a full fire kit and breathing apparatus set to climb 110 flights of stairs. They successfully raised £2,899 for both charities.



Stay up-to-date with the wide range of work we do:

Facebook - Cumbria Fire & Rescue Service

Twitter - @cumbriafire

Instagram - cumbriafire

Moving Forwards in 2021/22

As we head in to 2021/22 we are in the midst of the Covid-19 global pandemic. This is undoubtedly taking a lot of our attention and our firefighters and support staff will continue to maintain their excellent effort continuing to deliver the best service possible for our communities, working alongside all our partners.

One of the effects of the pandemic is predicted to be a substantial increase in staycation activity in the United Kingdom this year. This has the potential to raise the risk amongst others of road traffic collisions, wildfires, carbon monoxide poisoning and incidents in open water. We will ensure that our firefighters are equipped with the right equipment, knowledge and skills to respond accordingly.

The beginning of 2021 saw the Chief Fire Officer as well as the Fire Authority respond to the government consultation on possible local government reform. This reform coupled with an upcoming white paper on the relationship between the Fire and Rescue Service and the Police and Crime Commissioner could have significant impacts on the governance of Cumbria Fire and Rescue Service going forward.

Any change in governance will be managed through the Strategic Leadership Team and the Fire Authority so that staff are fully engaged whilst also being able to deliver an excellent service to the people of Cumbria.

Our complete set of objectives for 2021/22 is available in the 2021/22 Service Plan that can be found at www.cumbria.gov.uk/cumbriafire/aboutcfrs/publications/publications.asp

In addition to these objectives, our performance against key indicators can be found www.cumbria.gov.uk/cumbriafire/performance-and-transparency/performance-and-transparency.asp

Moving forward, all our activity will be delivered in the spirit of ensuring that Cumbria has

“A Fire and Rescue Service that works with residents, businesses, communities and other organisations to deliver the best services possible within available resources”



Performance Tables

Service Plan 2020-21 KPIs			Service Plan 2020-21 KPIs		
	20/21 CFRS Target	20/21 CFRS Actual		20/21 CFRS Target	20/21 CFRS Actual
Response Standards			Casualties (Fires)		
10 minute response time - primary, property fires	> 80%	77%	Fire-related casualties - fatal	0	3
15 minute response time - all other	> 80%	89%	Fire-related casualties - Rescue with injury	< 12	12
Station % time available (Full time)	>95%	100%	Fatalities in accidental primary dwelling fires	0	3
Station % time available (On Call)	> 95%	100%			
Fires			Road Traffic Collisions		
All fires	< 1,428	1458	Road Traffic Collisions	< 261	221
Primary Fires	< 618	631	Total Road Awareness Training (RAT)	> 200	44
Secondary fires	< 809	827	Road Awareness Training - 17-25 years	> 104	35
Accidental Fires	< 880	907	Road Awareness Training - over 55 years	> 52	2
Deliberate Fires	< 548	550			
Dwelling Fires			Flooding and Water Rescues		
Accidental primary dwelling fires	< 241	230	Flooding	No target	45
Chimney fires	< 108	97	Water Rescue	No target	40
Dwelling False Alarms	No target	883			
Safe and Well engagements	> 10,000	11,209	Other Special Service Calls		
Other community prevention activities	> 2,550	836	All emergencies attended	No target	3942
			Other Special Service Calls	No target	122
Commercial Fires			Collaboration		
High Risk Fire Safety Audits	> 800	122	Assisting Other Agencies	No target	130
Operational Business Engagement Visits	> 600	280	Effecting Entry/Exit	No target	163
Commercial False Alarms (Automatic, non-residential)	< 331	269	Suicide/ Attempts	No target	9
% Building Regulations responded to within required timeframe	100%	95%	Total Heartstart programmes	> 300	33
% Site Specific Risk Information completed within review period	100%	89%			
			Engagement		
			Twitter followers	> 7000	6604
			Facebook followers	> 10000	11077
			Instagram followers	No Target	1530

Translation Services

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