

CUMBRIA FIRE & RESCUE SERVICE

SUMMARY SERVICE PLAN 2007-08



PREVENTING PROTECTING RESPONDING

INTRODUCTION FROM CORPORATE DIRECTOR PUBLIC PROTECTION/CHIEF FIRE OFFICER

As the role of the fire and rescue service continues to develop in the face of changes nationally, Cumbria Fire & Rescue Service is changing the scope and breadth of the services it delivers to local communities. It does this in a variety of ways and is always striving to improve and contribute towards ensuring that Cumbria is a place where people want to live by 'creating safe and secure communities'.



For many years the service has been actively promoting and undertaking community safety work. This work lies at the core of our activities and, together with our partners, will continue to develop as evidence shows this is the area where we are making a real difference. The service is building on the leading role it undertakes in partnerships to ensure that community safety issues are at the forefront.

The publication of the IRMP Year 4 Action Plan has brought about challenges for the service, but also an opportunity to expand our community based work even further, whether this is increasing the number of home safety checks delivered, visiting more schools with Road Awareness Training or engaging with more young people through the expanding Young Firefighter Scheme. Work continues with our colleagues within the County Council to ensure that we help protect the more vulnerable members of society where we can.

Whilst concentrating on reducing the number of incidents we are called to, the service has to ensure that it has the operational capability to deal with incidents it may need to attend. Key to this is having resources best placed to meet our operational needs. Work continues on the provision of a number of new fire stations within the county to be delivered through the Private Finance Initiative (PFI). This, coupled with the investment in new appliances and equipment, will provide the service with the best possible means of delivering that operational response and meeting the hazards faced by our front line staff.

Retained personnel provide the majority of fire cover within the county and the service is continuing to work on more effective support and reward mechanisms to ensure their role and contribution is recognised and even more effective.

In February of 2007, the Audit Commission announced they had assessed Cumbria Fire & Rescue Service as being in the top category of 4 – performing strongly – well above minimum requirements, in the Operational Assurance Assessment that took place in 2006.

The following summary was provided by CLG to support its assessment:

'Cumbria Fire & Rescue Service has an energetic programme of change that is making a significant contribution to the community safety of the area. It is performing well in all areas of service delivery from its preventative work to emergency response. The Service is performing strongly in risk analysis, and makes effective use of statistical data to inform its integrated risk management plan. It has robust arrangements for monitoring the performance of risk analysis, and takes positive action to address areas of greatest need within the community. The Service's prevention and protection work is good having forged strong links with partner organisations and in many cases taking a lead in achieving the objectives of the community safety agenda. Its work undertaken in relation to the prevention of road traffic collisions is particularly effective with a reduction in the number of people in targeted age groups killed or seriously injured. Operational preparedness and emergency response arrangements are good with successful use of software applications to manage staff availability and learning and development. Overall, the Service has strong leadership and is performing well with clearly defined objectives.'

In January 2007, two further audits were undertaken by the Audit Commission. One of these examined the 'Direction of Travel' of the organisation since the CPA in 2005 where the Fire and Rescue Service received a 'fair' rating. The outcome of this audit was that the organisation had improved adequately since then.

The second audit looked at the organisations ability to achieve 'value for money' and a score of 3 (performing well) was achieved.

Cumbria Fire & Rescue Service will continue to improve in the medium term. It will do this by comparing its performance with other services and will monitor and report this progress through the Service Plan.



Dominic Harrison
Corporate Director Public Protection/Chief Fire Officer

ORGANISATIONAL VALUES

The service has taken the decision to make explicit our core organisational values as a means of putting into sharp focus the ethos of 'how we do things' which will underpin our relationships with the public, our partners and each other.

The four values are:

- Service
- Improvement
- Respect
- People

PERFORMANCE OVERVIEW

In 2007 – 2008 Cumbria Fire & Rescue Service will:

Improve people's safety and security in their home and workplace by:

- Proactive Community safety (Prevention)
- Advice and Assistance (Protection)
- Best Operational Practice (Intervention)
- Supporting the Above (Organisational Development)

The total revenue budget to achieve these objectives is £20,589,000 together with a capital programme of a further £1,389,000.

What's Improving

- Property fires reducing
- Number of accidental fires in dwellings reducing
- People injured reduced
- Number of fires confined to room of origin improving
- Malicious calls falling
- Number of people escaping uninjured from fires improving
- Smoke alarm ownership increasing
- More homes experiencing a fire have a working smoke alarm

What's not Improving

- The number of deliberate refuse and rubbish fires
- The number of derelict vehicle fires
- The appointment of women, ethnic minority and disabled people into the top 5% of earners.

Best Value Performance Indicators

Within Cumbria Fire & Rescue Service, we split our indicators (or measures) into two main groups. They are Best Value Performance Indicators (BVPIs) and local indicators

BVPIs were set up by the government as part of best value and modernising local government. The idea is that each fire service measures the same things in exactly the same way so that we can compare our performance. The BVPIs are intended to measure the key things that would tell an observer whether it is a good, bad or average service when compared.



Best Value Performance Indicators

BVPI Reference	Description	2006-7 actual	2007-8 target	2008-9 target	2009-10 target
2a	The level of the Equality Standard for Local Government to which the authority conforms	2	3	4	5
2b	The duty to promote race equality – the authority's Race Equality Scheme and the improvements following from its application	12	13	14	15
8	% of undisputed invoices for commercial goods and services being paid within 30 days of such invoices being received	90%	100%	100%	100%
11a	The top 5% of earners who are women	0%	3.2%	3.2%	3.2%
11b	The top 5% of earners who are from black and ethnic minority communities	0%	3.2%	3.2%	3.2%
11c	The top 5% of earners who are disabled (fire only)	0%	3.2%	3.2%	3.2%
12i	Working days/shifts lost to sickness absence per regular member of staff including control	6.8	6.5	6.3	6.1
12ii	Working days/shifts lost to sickness absence per member of staff (for all members of staff)	7.6	6.9	6.7	6.5
15i	The percentage of employees eligible for membership of the firefighters pension scheme retiring on ill health grounds	0%	1.5%	1.5%	1.5%
15ii	The percentage of employees eligible for membership of the local government pension scheme retiring on ill health grounds	0%	1.0%	1.0%	1.0%
16i	The percentage of employees with a disability among regular and retained firefighters (county % 12.49 aged 16-54)	0.7	0.8	0.9	1.0
16ii	The percentage of employees with a disability among control and non uniformed staff (county % 16.20 aged 16-64)	3.5	4.7	5.7	6.6
17a	The percentage of uniformed regular, retained and control staff from ethnic minority backgrounds	0%	0.1%	0.3%	0.4%
17b	The percentage of economically active (persons aged between 18-54) population from ethnic minority communities in the fire and rescue area	0.8%	0.8%	0.8%	0.8%
150	Expenditure per head of population	£39.99	£42.89	£43.55	£43.90
210	The percentage of firefighters who are women	2.8%	3.1%	3.3%	3.6%
142ii	The number of calls to fires attended. Primary fires per 10,000 population	26.8	26.1	25.4	24.6

Best Value Performance Indicators continued

BVPI Reference	Description	2006-7 actual	2007-8 target	2008-9 target	2009-10 target
142iii	The number of calls to fires attended. Accidental fires in dwellings per 10,000 dwellings	18.6	16.8	15.6	14.3
143i	Deaths arising from accidental dwelling fires per 10,000 population	0.6	0.4	0.2	0
143ii	Injuries from accidental fires in dwellings per 10,000 population	3.81	3.56	3.31	3.06
144	Percentage of accidental fires in dwellings confined to room of origin	93.8%	94.0%	94.2%	94.3%
146i	The number of calls to malicious false alarms not attended per 10,000 population	0.63	0.60	0.58	0.56
146ii	The number of calls to malicious false alarms attended per 10,000 population	0.27	0.25	0.23	0.21
149i	False alarms caused by automatic fire detection apparatus per 1,000 non domestic properties	66.8	63.5	60.2	56.9
149ii	The number of properties identified in BVPI 149i with more than one attendance by CFRS since 1 April 2005	259	244	229	214
149iii	The percentage of false alarm calls caused by automatic fire detection which are to a non domestic property with more than one attendance since 1 April 2005	69.8%	66.5%	65.8%	65.1%
206i	The number of deliberate primary fires (excluding those in vehicles) per 10,000 population	4.4	5.7	5.6	5.6
206ii	The number of deliberate primary fires in vehicles per 10,000 population	4.7	6.8	6.7	6.7
206iii	The number of deliberate secondary fires (excluding those in vehicles) per 10,000 population	34.6	27.1	26.8	26.5
206iv	The number of deliberate secondary fires in vehicles per 10,000 population	0.8	1.3	1.3	1.3
207	The number of fires in non domestic premises per 1,000 non domestic premises	12.2	12.1	12.1	12.1
208	The percentage of people in accidental dwelling fires who escape unharmed without CFRS assistance at the fire	95.9%	95.9%	96.2%	96.2%
209i	The percentage of fires attended in dwellings where a smoke alarm had activated	60.2%	63.0%	64.1%	65.2%
209ii	The percentage of fires attended in dwellings where a smoke alarm was fitted but did not activate	13.1%	10.9%	10.4%	9.9%
209iii	The percentage of fires attended in dwellings in which no smoke alarm was fitted	26.7%	26.1%	25.5%	24.9%

ACHIEVEMENTS IN 2006-07

Working in the Community

- Use of Community rooms
- Appointment of Partnership Officer, a Young Firefighter Coordinator and Older Persons Advocates
- First aid training given to mother and toddler groups
- The library van initiative
- Streetsafe and Firesafe

Changes in how we deliver our services

- Fire Safety restructure
- Risk based re-inspection programme
- Ward based response standards
- More Young Firefighters schemes
- A Corporate gazetteer
- New and more interactive Website

Enhancing partnerships

- Taking key roles on CRDP's
- Local Strategic Partnership links improved
- Multi-agency working with schools
- Junior Citizens Scheme
- Waste reduction charges abandoned

Operational Improvements

- Swift Water Rescue project
- 10 pump protocol
- New breathing apparatus sets
- Implementation of working at height regulations
- Appointment of OpIntel officers
- National recognition/Awards



SERVICE OBJECTIVES FOR 2007-08

In 2007-08 Cumbria Fire & Rescue Service will improve people's safety and security in their home and workplace by:

- Proactive Community Safety
- Advice and Assistance
- Best Operational Practice
- Supporting the Above

Prevention – reduction of fire, deaths and injuries by proactive community safety

- Amend Arson Reduction Policy

Protection – To work with others to achieve a safer community and environmental protection

- Evaluate and audit the enforcement and area management arrangements following the introduction of the Regulatory Reform (Fire Safety) Order 2005

Intervention – Reduction of deaths and injuries by best operational practice

- Effective operational assurance policy and devise a proactive operational intelligence and audit programme to inform best operational practice
- Conduct a programmed schedule of operational audits

Development – To promote organisational development and efficient business systems.

- Implement the Fire and Rescue Service Equality Plan
- Establishment of the Business Process Strategy Group and implement the various workstreams
- Develop a rural firefighting strategy
- Improve incident management procedures
- Develop a strategy for heavy animal rescue
- Finalise and publish a Young Persons Strategy
- Finalise and publish a Older Persons Strategy
- Continuation of work by Values Working Group

Area Action Plans

- The Area Action Plans link with this Service Plan and outline the specific objectives for each Area and Station.

DEPARTMENTAL OBJECTIVES FOR 2007-08

Human Resources

- Review the practical implications of the Working Time Directive for all groups of employees
- Draw up proposals for a retained remuneration to improve recruitment and retention within the retained service
- Undertake Equality Impact Assessments in the following areas:
 - Learning and Development
 - Pay policy
 - Competence

Health and Safety/Occupational Health

- Regional review options for private medical insurance/funding to speed up access to diagnosis and/or treatment
- Continue to monitor progress made against H&S Action Plan developed as a result of the internal H&S audit and gap analysis carried out in 2006
- Review the provision of aids to vision
- Re-introduce the Stress Working Group. Review existing General Order and update and implement changes where appropriate.
- Monitor advice and guidance from Department of Health concerning the provision of Hepatitis B immunisation to operational personnel and review General Order

Operational Support Department

- Project manage the replacement of four major rescue vehicles with commercial vehicles, providing additional equipment for specific types of incidents (Command Rescue Units)
- Investigate water infrastructure in locations where the supply of water is insufficient to meet firefighting needs
- Review and amend the OpIntel policy, refresh systems and implement robust procedures
- Prepare for long term continuity management of New Dimension Assets
- Replace four Pump Ladders with Landrover 130's equipped with FirExpress and water bowser
- Replace four L4P's with Landrover 130's equipped with FirExpress
- Commission two Aerial Ladder Platforms

Workshops

- Establish a performance management system specific to workshops

Training

- Installation and development of 'Oncore'.
- Introduction of robust 'bring forward' and notification system

Corporate Services

- Ensure resources and systems within the Corporate Systems Department are in place to deliver OpIntel plans within agreed timescales and to the specified standard.
- Review business processes within the service to improve effectiveness and efficiency
- Deliver an awards event to recognise the achievements of individuals and teams within the service.
- Undertake Equality Impact Assessments in the following areas:
 - Communications Strategy
 - Website structure and content
 - Public satisfaction surveys

Community Risk Management

- Complete the installation of the CFRMIS system and ensure business processes and data capture are consistent across the service and fulfilling the necessary equalities monitoring assessment
- To develop and implement the Service Volunteer Scheme to support targeted community safety activities in identified areas.
- Undertake third party evaluations of the Young Firefighter Scheme and the Road Awareness Training programme

ICT Department

- Standardise gazetteer and NLPG applications across all service activities
- Assess service requirements for a replacement ICCS and develop tender documentation to satisfy the interim solution
- Consider the impact of the FiReControl and Firelink Project Transition Plans on the service
- In conjunction with the Firelink Project team ensure the effective roll out of Airwave (Phase A) across the service
- Carry out a review of ICT requirements across all service activities and departments/functions
- Evaluate options and prepare a business case for a replacement alerter

ENSURING THE PLAN IS DELIVERED

This service plan is monitored and reported regularly through the Service Management Team (SMT) to ensure that it is implemented. Minutes and reports from SMT can be found by following the link for 'minutes' under Service Publications on the Intranet.

FURTHER DETAILS

A full version of the Service Plan can also be found on our website cumbriafire.gov.uk which include a full set of Appendices.

You can get a copy of this document in different formats such as large print, braille, audio, or in a different language by calling 01229 894401.

Portuguese

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Bengali

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If you have any comments on this plan please contact:

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If you would be interested in being involved in the preparation of the next service plan, then please register your interest with:

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