



Cumbria Fire and Rescue Service

Service Plan on a page 2019 - 20



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 continue to work in partnership to assist other agencies and will explore all opportunities to further develop our response to communities when required

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