

# Cumbria Fire & Rescue Service



Making Cumbria a safer place for all

# CONTENTS

Foreword by the Chief Fire Officer	2
Introduction	3
About Us	4
Local Government Reform	5
His Majesty's Inspectorate of Constabulary and Fire and Rescue Service (HMICFRS)	6
Our Resources	7
Our Budget	8
Creating inclusive and safe communities in Cumbria	9
What have we achieved	10
#Notjustfires	17
Moving Forwards	22





## Introduction from Richard Ogden, Chief Officer of Cumbria Fire and Rescue Service

Welcome to Cumbria Fire and Rescue Service's Annual Report for 2022 to 2023. The report covers the financial year 2022/23, and includes highlights of the year, performance against our targets and how we are working to improve our service to the people of Cumbria.

During the last twelve months the governance of the fire and rescue service has undergone significant change. Previously Cumbria County Council acted as the Fire authority and provided scrutiny and oversight. Now as a result of local government reform that scrutiny and oversight is now provided by the Police, Fire and Crime Commissioner. This change, despite efforts to minimise it, has been unsettling for staff and I would like to take this opportunity to personally thank everyone within the Service for their contribution in enabling the Service to continue to deliver for the people of Cumbria.

As we work towards the successful embedding of the new governance structure it is important to reflect on our recent successes and the contribution of all staff to those successes.

In the last twelve months, the Service has received its second full report from HMICFRS. It is important that we learn the lessons from this report and continue to deliver for the people of Cumbria.



# INTRODUCTION

The Annual Report outlines the key achievements of the Service during 2022/23 in the main areas of People, Prevention, Protection and Response, and also outlines how we have responded to local government reform and the latest HMICFRS inspection report.

One of the important documents that the Service works to is our Community Risk Management Plan, which outlines our strategic objectives. This report sets out our approach to the CRMP over the last twelve months and explains how the planning process will work going forward.

The Annual Report provides details on our finances and resources and gives an overall view of our work and performance in 2022/23 and our future plans.

Cumbria Fire and Rescue Service is committed to the vision of being a community focussed, professional and trusted Fire and Rescue Service that makes Cumbria a safer place for all.

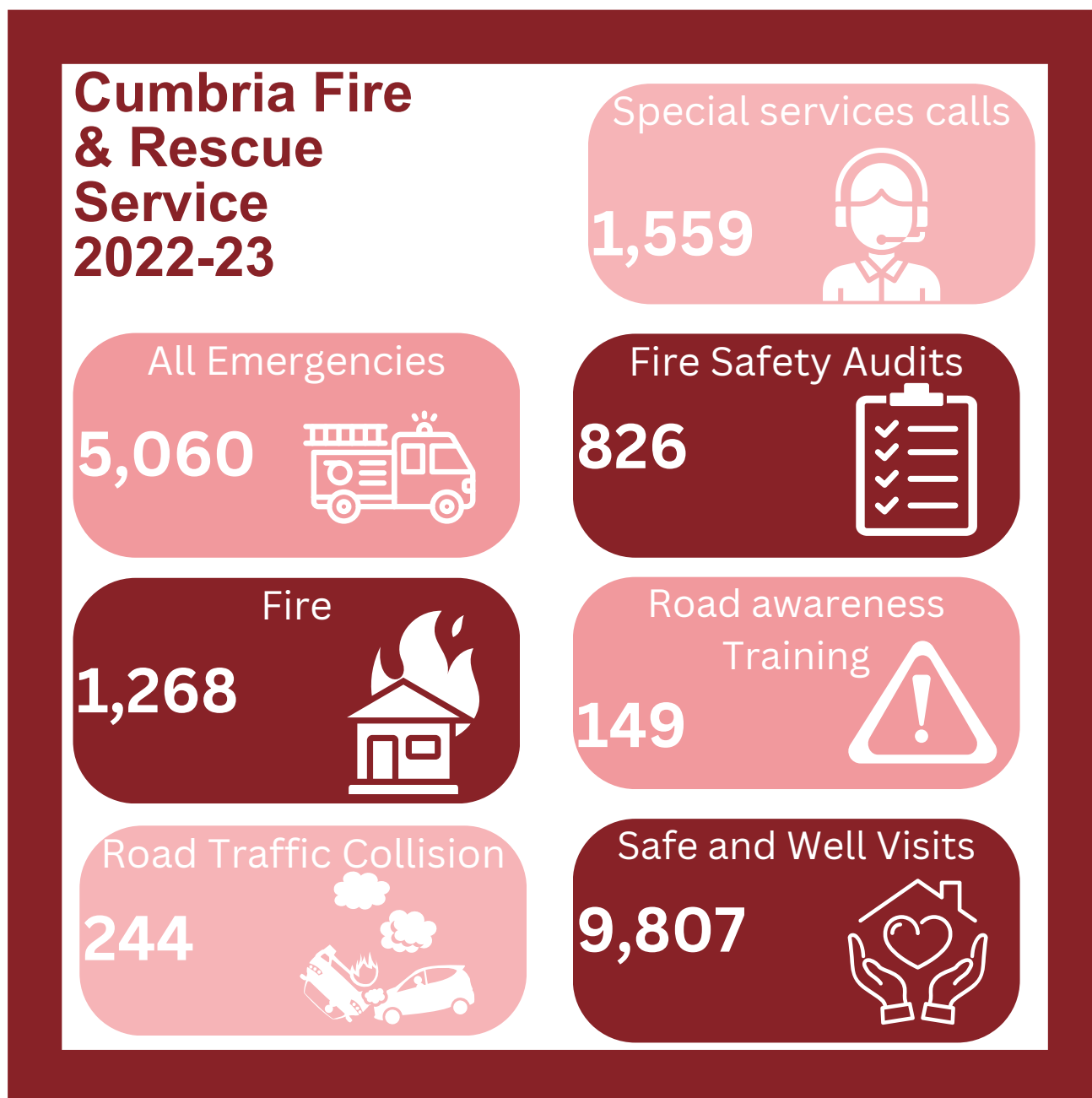
The achievements and excellent performance from last year are testimony to this vision and the work of our staff.

To understand more about the Service, we recommend you look through the pages of our website and that of the Police, Fire and Crime Commissioner.



# ABOUT US

Cumbria is one of the most diverse counties in the country, and as such the fire 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 year the Service has contributed significantly to a wide range of incidents in Cumbria as well as dealt with a wide range of other activities that includes major incidents, flooding, dealing with hazardous material, releasing people from lifts, animal rescue, potential suicides and assisting the NHS with bariatric patients.

# LOCAL GOVERNMENT REFORM

During 2022 – 23 the governance model of Cumbria Fire and Rescue Service Changed. Following approval from the Home Secretary from the 1st April, Cumbria's Police and Crime Commissioner, Peter McCall, took on responsibility for Cumbria Fire and Rescue Service from Cumbria's Fire Authority, Cumbria County Council.

In effect, the PCC acts as the Fire and Rescue Authority (FRA) and took on legal and overarching responsibility for the provision of Fire and Rescue Service in Cumbria.

They are responsible for:

- Putting in place arrangements to deliver an efficient and effective Fire and Rescue Service
- Setting the Fire and Rescue objectives for their area through a Fire and Rescue plan
- Appointing the Chief Fire Officer, holding them to account for delivery of objectives, and if necessary, dismiss them.
- Setting the Service budget and determining the precept.

The transition itself was a significant programme of work that actively involved people from across the Service and Council and covered every function that is required to run a fire and rescue service.

One of the key objectives was that despite the huge effort required, the transition would not impact on front line services. This was delivered with the Service seeing excellent levels of performance during 2022/23.

The biggest changes were around those teams that support CFRS to deliver its services. This included ICT, People Management, Payroll and Legal Services to name but a few. Into 2023 these support services are either delivered directly by CFRS or managed through a Service Level Agreement with one of the newly created unitary authorities, Cumberland or Westmorland.

## HMICFRS

In July 2017, His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) extended its remit to include inspections of England's fire and rescue service. They now assess and report on efficiency, effectiveness and the people of the 44 fire and rescue services in England.

In January 2023, HMICFRS published its second full inspection report into CFRS. The HMICFRS report contained 11 discrete evaluations against a series of judgement criteria, these evaluations then combined to provide a summary figure for the categories of Efficiency, Effectiveness and People.

The Service went through a process of challenging some of the findings in the report for accuracy and the final document highlighted numerous examples of good practice, some of which are referred to in this report as well as those areas, that needed addressing.

Of those 11 evaluations, 3 were good, 6 were requires improvement and 2 were Inadequate. Those 2 Inadequate evaluations triggered what are known as "Cause for Concern" which required CFRS to respond separately to HMICFRS to give them the reassurance that they were being addressed.

Reassuringly the Service Leadership Team were already aware of the majority of issues raised by HMICFRS and actions were currently underway to address them.

Thanks to a dedicated team effort, the Service worked to address the recommendations made by HMICFRS, and in March 2023 the Causes of Concern were lifted. The Service is now working to address any other minor areas for improvement highlighted by the Inspection as well as building on the good practice identified.





# 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.



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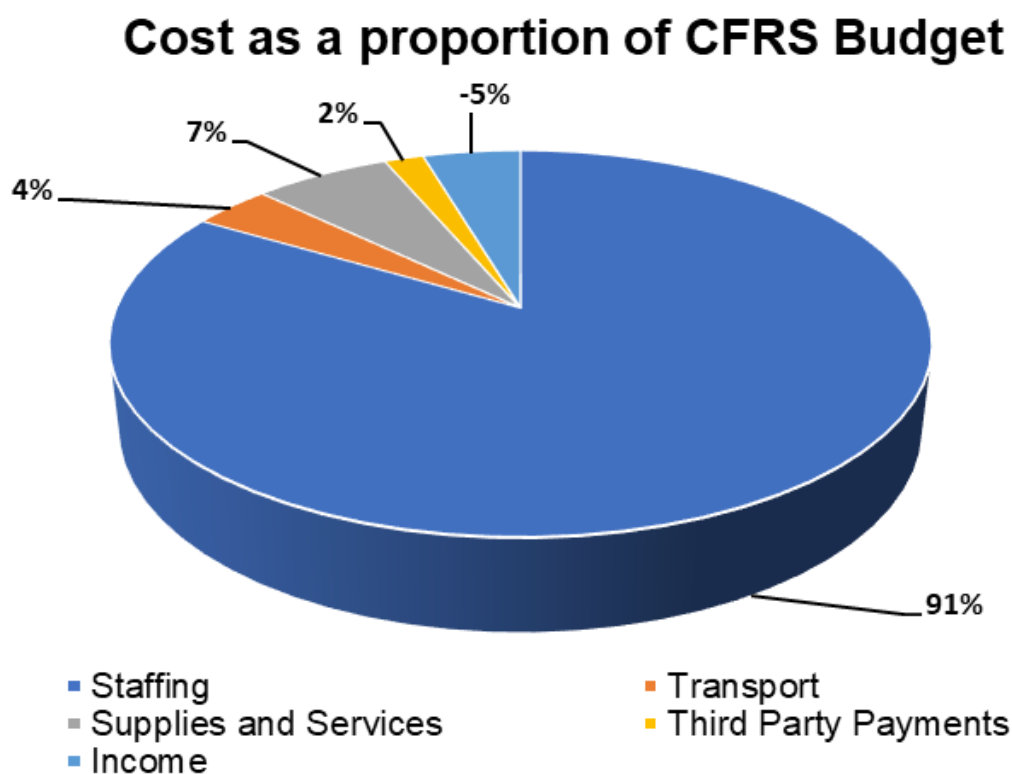
Cumbria Fire and Rescue Service is continually evaluating and improving its fleet. This ensures staff have access to the most effective vehicles and equipment designed to meet the risk and demand within the County.

For example, we have recently ordered two turn table ladders, designed to improve the specialist appliances at our disposal when working to keep the people of Cumbria safe.

## OUR BUDGET

Whilst the budget will change significantly as a result of LGR, during 2022/23 Cumbria County Council was the Fire Authority and therefore the Fire and Rescue Service benefited 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 below.

In 2022/23 our annual net revenue budget was in the region of £21 million excluding £1.9m depreciation. There is also an additional capital budget to procure our fleet vehicles and improve our infrastructure.



# CREATING INCLUSIVE AND SAFE COMMUNITIES IN CUMBRIA

Cumbria Fire and Rescue Service is committed to ensuring it meets the Public Sector Equality Duty of providing equality of opportunity through access to services for all by ensuring:

- It's functions have clear information about Cumbria's diversity profile to inform them of the community they serve
- Communities of Cumbria and those underserved are involved in shaping current and future services
- It's work reflects the needs of the diverse communities, including those underserved and it can demonstrate outcomes in addressing structural discrimination and inequalities
- The workforce outcomes for people who share a protected characteristic demonstrate the benefits of a proactive approach to Equality, Diversity and Inclusion

The Service is moving towards the strategic objective of 'Creating inclusive and safe communities in Cumbria' and has set out the following EDI priorities:

- Understanding our communities
- Inclusive Services (Response, Protection and Prevention)
- Valuing our people (Diverse and Inclusive Workforce)



# WHAT HAVE WE ACHIEVED

## Developing the organisation

Worked with HM Government to facilitate the change in governance



Work to resolve two HMI Cause of Concern

Reduce the reliance on temporary promotions

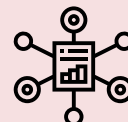


Introduce the concept of Fire Standards within CFRS



Delivered an increased focus on performance

Put in place a framework to respond to the Spotlight report



Developed a corporate governance framework

Improved our social media exposure



## Protecting Local Communities



9,810 Safe and Well Visits conducted across Cumbria in 2022/23

Engaged in 1,647 community safety events



Significant number of referrals to other agencies as a result of a Safe and Well Visits



Delivered 169 Road Traffic Awareness sessions

15% reduction in accidental dwelling fires over 4 years



600 fire safety audits of high and medium risk premises conducted in 2022/23

Delivery against the Grenfell Tower action plan



Over 40% reduction in chimney fires from 2022/23



## Responding to Emergencies

Significant investment in new fleet



Average 15.4 emergencies per day attended in 2022/23



30% reduction in deliberate fires in 2022/23

Managers and staff have attended a variety of specialist training courses to ensure relevant skills are acquired



87% on-call fire engine availability (on average) across the service for 2022/23



Able to respond to over 5,635 incidents per annum



Worked in collaboration with partner agencies on 741 incidents



76% of responses to primary property fires were within 10 minutes in 2022/23 and 83% of responses to all other incidents were achieved within 15 minutes

# Achievement throughout the year

The past year has seen the Service working to make the change in governance through the LGR process a success. The vision of the Service Leadership team was that despite the significant upheaval the people of Cumbria would see no change in the service they receive. The following pages highlight some of the excellent work delivered within CFRS to contribute towards keeping the public safe.

## People

### Cumbria Fire and Rescue Service (FRS) People Awards

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At the first Cumbria Fire and Rescue Service (FRS) People Awards colleagues, along with their family and friends, came together in November to celebrate the achievements of individuals and teams across the Service.

Colleagues were presented with Long Service and Good Conduct Medals which are presented on behalf of His Majesty the King. The ceremony also honoured three recipients of the Chief Fire Officer Certificate of Appreciation. The awards also included a special set of awards, where individuals were nominated by their colleagues. The level of professionalism and dedication across the Service meant there was tough competition in every category.

The event also celebrated 25 years of Cumbria Fire and Rescue Service's Critical Incident Debrief (CID) The vital work the team has carried out for the last 25 years, has helped support the mental health of operational teams within the Service.



## NFCC Supervisory Leaderships Development programme

CFRS believes it is crucial to invest in the development of the workforce. To that end it has invested in the latest Supervisory Leaderships Development Programme. This is a self-directed development programme, designed exclusively and collaboratively between the NFCC and CMI (Chartered Management Institute), intended for every existing, new and aspiring supervisory leader across all areas of the UK fire and rescue service. The programme covers four modules

Module 1 Personal impact

Module 2 Outstanding Leadership

Module 3 Service Delivery

Module 4 Organisational Effectiveness

and helps prepare firefighters in taking the next step in their career.

## Supervisory Managers Coaching Workshops: ‘Prepare for promotion’



The CFRS people team continued its successful programme of coaching workshops on ‘preparing for promotions’ across the county sessions. Each day the team delivered a morning and evening session, allowing both Wholetime and On-call staff to attend and benefit from the learning.

The success of these sessions is based on active participation and sharing of experiences, and all candidates learnt from one another. These workshops are just one of many tools used by the team to allow candidates to maximise their potential.

***“Leadership is all about helping others to become best versions of themselves.”***

# Prevention and Protection

## Online Home Fire Safety Check Tool SafeLincs

We are pleased to announce the launch of a new Online Home Fire Safety Check Tool, which is live on our website: <https://www.cumbriafire.gov.uk/safety-home>.

The site has been developed by the National Fire Chiefs Council, FireKills and SafeLincs and currently, Cumbria Fire and Rescue Service are at the forefront of embedding it in their referral systems.

The Home Fire Safety Check Tool is an online form which allows anyone to risk assess their own situation to see if they are at risk from fire in the home.

Once the form is complete, it either offers some bespoke fire safety advice or generates a referral for Cumbria Fire and Rescue Service to carry out a follow up visit.

The benefits of this system mean that we can focus our resources on those who are at the highest risk and still offer education and advice to members of the community who are not deemed to be a high fire risk. The system can also be used by family, friends, carers and partner organisations to assess someone else's risk level and generate a visit from fire service staff if they need one.

For those who are unable to access the web-based system, a freephone number is available to access a free home fire safety check: 0800 358 4777.

### Online home safety visit

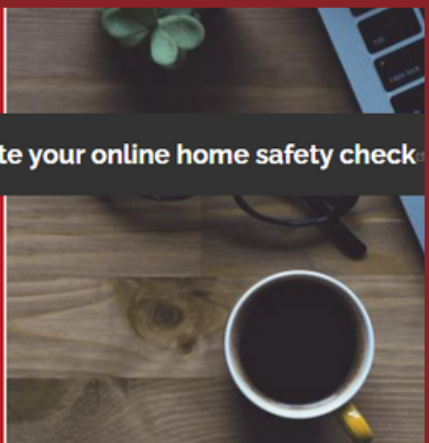
To carry out a fire risk assessment on your home, or someone who you think might be at risk, please complete our online home fire safety check. If its needed, we will contact you to arrange your free home visit.

If you are not able to access the online tool, please contact us via:

Calling our freephone number: 0800 358 4777

Emailing: [hart@cumbria.gov.uk](mailto:hart@cumbria.gov.uk)

If you are from an agency and you are referring an individual to us, please complete our online home fire safety check and specify which agency you are from.



Complete your online home safety check

## Summer Holiday Activity and Food Programme (HAF)

Cumbria Fire and Rescue Service has been proud to deliver and support the HAF programme in Cumbria. It is designed to keep children engaged, active, and well-nourished during the summer.

A lot of time and dedication is spent preparing for the courses to go ahead; administration, preparing course content and organising fire kit to name a few, but the final success of the programme is due to the people delivering the course. The feedback we have received so far from parents and young people shows that everyone involved has made a positive impact on young people's lives, as well as passing on some really important fire safety messages.

## StayWise

Cumbria Fire and Rescue Service is always looking for new ways of delivering crucial safety information to a variety of audiences. One of the tools we use is StayWise. StayWise is led by the National Fire Chiefs council and seeks to join up safety education across the UK.

It is a FREE online library packed full of educational resources and activities from the UK's leading emergency services and safety-focused organisations making it easy to find trusted materials that provide learning opportunities to help keep children safe.

StayWise brings together the collective educational resources of the emergency services and delivers essential safety messages. It is a really effective tool to use and facilitates a more effective, consistent and curriculum linked way of imparting vital life skills to today's young people and preparing a safety conscious environment for the generations of tomorrow. By using the tools on the site, we can strengthen relationships between communities and emergency services, enhancing the health and safety of everyone within our communities. For more information and to utilise this fantastic tool to assist you in delivering targeted Prevention messages in your local community, please visit: [staywise.co.uk](https://staywise.co.uk)





## Business fire safety engagement

A new long-term Fire Protection initiative has been established to support local businesses who may be unaware of their responsibilities under the Regulatory Reform (Fire Safety) Order 2005.

Our new initiative, 'Diverse Business Engagement' plans to reach out to businesses where there may be cultural or language barriers with accessing or understanding their responsibilities under the Order.

A small team within the Fire Protection department, are developing a methodical plan to visit the diverse businesses throughout Cumbria. The team's intention is to launch this initiative by initially identifying and providing support to fast food/takeaway businesses, then moving onto more complex premises as an ongoing workstream.

## Response

### Investment in the best equipment



The Technical Services team continues to supply the most up-to-date Vehicles, Equipment and PPE to enhance the safety of all our staff.

Following the recommendation from the Wildfire Working Group, CFRS has purchased two Argo-Cat's with trailers and two Kawasaki Mules. These vehicles increase our resilience when dealing with very challenging incidents whilst also focussing on keeping our staff safe.

Following suggestions and feedback from Operational Incidents, the Service has decided to procure an additional two Welfare Vehicles. The additional Welfare Vehicles will be used during Operational Incidents, and they will also be utilised for training events, exercises and community events, where necessary.



## Cumbria host the 2022 Wildfire Tac Ad CPD Event



At the end of September, Cumbria Fire and Rescue Service were proud to host the Wildfire Tac Ad CPD Event for 2022. The week-long event consisted of Wildfire Tac Ads from Fire and Rescue Services from across the UK coming together to share best practice, network and learn from one another.

The event was a great success, and lots was learnt from those who attended. We were also able to showcase the capability, expertise, and investment made by Cumbria Fire and Rescue Service in the field of wildfire.

# Operational Planning

## New app to allow 999 callers to live stream from the scene of emergencies

999 Eye is now available for the residents and visitors of Cumbria when making fire related emergency calls. 999 Eye is a revolutionary smart phone solution that enables 999 callers, with compatible mobile devices, to securely send live footage or images of an incident to emergency service control rooms.

The web-based app works by sending, with the caller's permission, a text message to the caller's smartphone which contains a link. By accepting and clicking a one-use-only live stream is established that allows footage or images to be sent directly to the control room operator.

This new technology will have huge advantages to all blue light services especially with regards to making decisions around sending the correct resources to incidents.

## #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.

Cumbria Fire and Rescue Service employs hundreds of staff members who strive to deliver excellence for the communities of Cumbria. When those staff members are recognised it is especially pleasing and CFRS is proud to champion their achievements.

Below we highlight notable examples from this year and previous years.

## Firefighter Experience Day in collaboration with Cumbria Special Educational Needs and Disability (SEND) Partnership

Crews from Barrow Fire Station in collaboration with Youth Ability and Cumbria SEND Partnership delivered a Firefighter Experience Day for young people in Cumbria.

Firefighters taught the group a range of skills, how to use the hose reels, the basics of breathing apparatus and searching within a building. The main part of the day was to develop life skills, build confidence and their ability to work together as a part of the team.

## Cumbria Fire and Rescue Service support Cumbria Pride

On Saturday 24 September, as a Service we attended Cumbria Pride in Carlisle which was a really successful day engaging with our communities. A big thank you particularly must go to Blue Watch Carlisle East and West for their support leading up to the event and on the day itself.

These events go a long way towards building trust and confidence in our diverse communities across Cumbria and beyond and the Service's work on Inclusivity and keeping our communities safe.



## Cumbria Fire and Rescue Service donate second fire engine to support Ukrainian communities

Cumbria Fire and Rescue Service were proud to join the fourth national Fire and Rescue Service convoy to provide vital life-saving equipment to firefighters in Ukraine.

The convoys were arranged by Fire Aid and the National Fire Chiefs Council (NFCC), with support from the Home Office.

This means UK Fire and Rescue Services and the Fire Sector have now donated 69 fire appliances and tens of thousands of items of life-saving kit and equipment to support Ukrainian firefighters.

As the war continues to devastate Ukraine, fire engines, fire stations and equipment has been lost, with a number of firefighters sadly losing their lives. CFRS is proud to support the relief effort in Ukraine



## A team from Cumbria Fire and Rescue Service were pleased to attend the annual Women in the Fire Service (WFS) National Training and Development Event this year

This year's event celebrated the 20th anniversary of WFS and there were over 200 delegates from Fire and Rescue Services across the UK in attendance.

Our Station Manager Liana Selecka-Jones received her Inspiring Leader Award from Danny Cotton herself and the team were delighted to celebrate this achievement with her.

## Christmas lunches for Cumbria Care residents



In December, we opened our community fire station doors and hosted two Christmas lunches for residents of Cumbria County Council's Care Homes.

Residents of Richmond Park in Workington visited the team at Workington Fire Station and residents of Burnrigg Court in Carlisle visited Carlisle East Fire Station.

Staff from Cumbria Fire and Rescue Service teamed up to make the lunch and decorate the fire stations to make the events as special as possible for the residents.

Chief Fire Officer Rick Ogden passed on his genuine and sincere thanks to all those involved for their efforts. "You all made both events really enjoyable and it should not be underestimated how much these events mean to those who attended.

This was the first time some of the residents have taken a trip outside of the care home since before the Covid pandemic, so it was really nice to be able to do this for them."

## Asian Fire Service Association (AFSA) Awards

At this year's AFSA Winter Conference and Awards, we were thrilled to win the Partnership of the Year award alongside Lancashire Fire and Rescue Service for our work in supporting Morecambe Bay NHS Trust in their Covid-19 vaccination programme.

Congratulations must also go to Mohammed Dhalech, our EDI Manager for being shortlisted in the Champion of Equality, Diversity and Inclusion category.

## Barrow Fire Station Winter Wonderland and Santa's Grotto Event

The weekend before Christmas, Barrow Fire Station hosted their very first Winter Wonderland, Santa's Grotto and Festive Craft Fair in the magically transformed Breathing Apparatus Gallery.

The two day event was organised primarily to provide an inclusive opportunity for all to visit the enchanted Winter Wonderland, visit Santa, the Elves, The Grinch, Welephant and nine festive stalls and secondly to raise funds for The Fire Fighters Charity.

Red Watch and the Workington Fire Cadets were on hand to promote Winter Safety Messages and to deliver RAT's, CPR & ALP demonstrations to the crowds.

Following the last day of the event, Santa made a surprise visit to the Children's Ward at Furness General Hospital to deliver Christmas Gifts and cheer to the children and staff.

The weekend was a great success with hundreds of families attending whilst raising a fantastic £1,358.46 for The Fire Fighters Charity.

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

- Facebook - Cumbria Fire & Rescue Service
- Twitter - @cumbriafire
- Instagram - @cumbriafire

## ● Moving Forwards in 2023/24

As we head in to 2023/24 Cumbria has gone through its largest local government reform since 1974. This change has been managed in such a way that front line delivery has not been impacted thanks to the efforts of every employee of CFRS.

Moving forward CFRS will come under the governance of the Police Fire and Crime Commissioner. This move gives the Service more control over its own destiny and provides it with a number of opportunities that it can exploit to improve its offer to the people of Cumbria. Recently there have been a number of national headlines referring to the values and culture within the fire sector. Within Cumbria we pride ourselves on the support we give our staff, but are not complacent. We will work with HMICFRS to deliver the recommendations of the spotlight report.

Our complete set of objectives for 2023/24 are available in the 2023/24 Service Plan that can be found at

<https://www.cumbriafire.gov.uk/information-and-publications>

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

***“A community focussed, professional and trusted Fire and Rescue Service that makes Cumbria a safer place for all”***

### Translation Services

If you would like this document in another language or format please email [publications@cumbriafire.gov.uk](mailto:publications@cumbriafire.gov.uk)





**Our Code of Ethics**



**Putting our communities first**



**Dignity and Respect**



**Equality, diversity and inclusion**



**Integrity**



**Leadership**

   @cumbriafire

**Making Cumbria a safer place for all**

**cumbriafire.gov.uk**

