



CFRS Weekly Update – 20/06/25

Weekly Update – At a Glance

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**** Please note that the above information should be shared with all staff on parade.**

Detailed information for each of these headlines can be found below.

Pension Scam Awareness

The Pension Regulator have provided the following article in relation to a new Pension Scams Action Group checklist:

Lightning can strike twice, as highlighted in the recent EastEnders pension scam storyline. Pension scam victims are increasingly being targeted again – this time by fraudsters posing as support services offering help to recover lost funds

This type of fraud, known as recovery fraud, is a cruel second hit. Scammers exploit previous victims' vulnerability by offering false hope and asking for personal details or fees under the guise of legitimate follow-up.

Cloning and impersonation fraud can be hard to spot. We've recently been made aware of scammers impersonating the Fraud Compensation Fund (FCF), sending fake letters to scheme members claiming to help them obtain compensation. [The FCF made clear](#) that they do not contact members individually about these payments – trustees are responsible for contacting scheme members. FCF payments are paid directly to trustees on behalf of the scheme. The FCF also added that they would never request money or sensitive personal information from members. The FCF have reported the scam to Action Fraud.

It's vital you help your members stay alert to these evolving scams and encourage protective habits. Urge them to follow the principle: Stop! Think Fraud.

If you haven't already, now is a good time to share and download the new Pension Scams Action Group [Steps to Stay Scam Safe checklist \(PDF, 183KB, 2 pages\)](#), which outlines what to look out for and how to respond.

Simon Long

Senior Pensions Advisor

Health and Safety Update

'A gentle reminder to all personnel of the safe working practices and the importance of full use of PPE when using hydraulic equipment and understanding the risks posed by such equipment and the control measures that eliminate or mitigate the risk of serious injury. Equipment note for the [Holmatro Pedal Cutters](#) highlights the hazards and control measures associated with Holmatro hydraulic equipment. Also, please find the links to the [CORE hose](#) equipment note and [Service Instruction 0603](#) (Hydraulic Injection Injuries). Please read these documents to understand the risks posed by this equipment'.

Luke Russell

Health & Safety Advisor

Temporary Fire Watch Manager Opportunity - Applications now OPEN

CFRS are looking to appoint a Watch Manager on a 6-month temporary basis based in the Fire Protection team to:

- Lead on and take responsibility for fire protection audit and enforcement activities within their respective area as directed by the Station Manager Fire Protection.
- Contribute to safer communities by providing advice and information on business fire safety and by assisting in engaging or developing internal/external local partnerships with key stakeholders.
- Investigate and report upon breaches of the RR(FS)O for the commencement of legal prosecutions throughout Cumbria as required by the Fire Protection Team Station Manager
- Deal and respond to complaints and enquiries for the business community and members of the public on fire safety related matters.

Expressions of interest are invited from Watch and Crew Managers who hold a current Level 4 Diploma in Fire Safety.

If you wish to be considered for this vacancy, please submit an expression of interest along with 400 words explaining why you feel you would be best suited for the role using the form link below.

A selection process will be held to determine the most suitable applicant.

Application process closing date: Friday, 27 June 2025

Prevention Update: CO Alarms & Cadent Partnership

The Prevention team has secured an initial supply of Carbon Monoxide (CO) alarms from Cadent Gas, helping address the current shortfall. These alarms can now be provided during eligible Home Fire Safety Visits.

We've also been learning about Cadent's new 'Services Beyond the Meter'—a free offer for eligible households, including gas appliance servicing and other support.

Training on CO awareness, alarm fitting, and the new referral process will be delivered soon by Anna Driscoll and Natalie Park. If you haven't received an invite yet, it should arrive within the next week.

Anna Driscoll

Community Safety Advisor

Shared Mailbox Issue

We have noticed an increase in calls regarding users reporting that when sending email from shared mailboxes, the sent items are appearing in their own personal

sent items folder. This behaviour is by Design from Microsoft and is the default setting on Exchange Email servers.

Due to the increase in call about this we are going to make a change on all shared mailboxes across the organisation so that any email sent from a shared mailbox will appear in the sent items folder of the shared mailbox itself.

This change will be happening on 18/06/2025

If there are any issues or concerns regarding this change please let me know.

The changes from the above email have now been implemented.

The changes may take some time to propagate, however please close and reopen Outlook in around one-hour's time. Please then test that sent items from shared mailboxes appear in the shared mailbox sent items folder.

Martin Plunkett

Infrastructure Engineer | Infrastructure Team

Green and Grey Book Pay Award

Grey Book Pay Award 2025 (operational staff only)

The NJC have agreed an increase of 3.2 per cent with effect from 1 July 2025 (also applicable to CPD payments). This will be paid to operational staff in July's salary.

Green Book Pay Award 2025 (corporate staff only)

This has not yet been agreed, consultation is ongoing. An offer of 3.2 per cent has been made but not yet accepted. We will provide a further update on this as soon as possible.

Jemma Taylor

HR Manager

Automatic Closing Doors

Following numerous adverse safety events where appliances have hit time-delayed, automatically-closing appliance room doors and the resulting extremely expensive repair costs to both appliances and doors, SLT decided that the automatic closing function should be removed.

This was undertaken initially on PFI stations where the costs were highest.

Since the change there have been no further such incidents on these stations.

The instruction has been widened to all powered appliance room doors.

Personnel must manually operate the door switch after passing through.

Care is needed not to break the beam which prevents closure.

Duncan Taylor

Health & Safety Manager

ARFID Awareness Day 2025

What is ARFID?

ARFID stands for Avoidant/Restrictive Food Intake Disorder. It is a recognised eating disorder where a person avoids certain foods or restricts how much they eat — not because they want to lose weight, but because of other strong reasons.

These may include:

- Sensory sensitivities – avoiding foods due to taste, texture, smell, or appearance.
- Fear-based avoidance – such as fear of choking, vomiting, or having an allergic reaction.
- Low interest in eating (Disinterest) – little or no appetite or becoming full very quickly.

Unlike other eating disorders, ARFID is not driven by body image concerns. Instead, it's often linked to sensory experiences, anxiety, or trauma — and in many cases, neurodiversity plays a key role.

ARFID and Neurodiversity

ARFID is particularly common in neurodivergent individuals, especially those who are:

- Autistic
- Diagnosed with sensory processing differences.

For some autistic people, food-related challenges often stem from sensory overwhelm or a need for routine and predictability. For example:

- A child may only eat food that is beige, dry, or smooth.

- They may reject a food they've previously eaten if the brand, smell, or texture has changed.
- Some become distressed by smells in the kitchen or the sound of others chewing.

ARFID may also develop when a child has early experiences of choking or vomiting, especially if they are more prone to anxiety or have difficulty processing and recovering from those events.

Because many autistic or neurodivergent individuals already experience eating as something overwhelming or effortful, ARFID can easily be misunderstood as picky eating — when in reality, it's a serious and distressing condition that can impact growth, health, and social life.

Why Awareness Matters

- ARFID is not a choice — it is a condition that needs understanding and support.
- Neurodivergent children are especially at risk, yet services are often slow to recognise or respond.
- Parents often face blame or judgment before ARFID is identified.
- Schools, professionals, and families need better tools and awareness to spot early signs and offer safe, compassionate support.
- If not managed correctly this causes a great deal of trauma.

Understanding the link between ARFID and neurodiversity is essential in helping individuals get the right support, without stigma or pressure. What looks like fussiness may in fact be a deep-rooted sensory, anxiety or trauma-related response.

By listening, adapting, and approaching with empathy, we can help people with ARFID eat safely, feel seen, and live well.

More information can be found at Owl Blue and Owl Blue ARFID Friends on Facebook. Monthly support meetings are held at Carlisle East Fire Station and The Settlement in Mayrport

Craig Pendrey

Crew Manager

Reminder: Annual Awards – nominations now OPEN

We are delighted to announce that nominations for our Annual Awards celebrating the skill and dedication of our workforce are now **OPEN**.

You can nominate a colleague or team by email to media@cumbriafire.gov.uk – please include your name, the name of the person/team you are nominating, the award you are nominating them for, and the reasons for the nomination (giving as much detail as possible).

We would love to encourage video nominations which can then be played at the awards ceremony for those who are shortlisted to be recognised – you can submit those by email to the same address.

This year's categories are:

- Community Contribution Award (Putting Our Communities First)
- EDI Champion (Equality, Diversity and Inclusion)
- Unsung Hero Award (Integrity)
- Outstanding Achievement (Dignity and Respect)
- Inspirational Leader Award (Leadership)
- Team of the Year
- Community Ambassador of the Year
- Service Leadership Team's 'THACK' Values Award
- On-Call Champion
- Outstanding Contribution

You can find more information about the categories and criteria here:

<https://tinyurl.com/2s8ayuyv>

Nominations close on Sunday, 31 August 2025. The winners will be revealed at a ceremony on Friday, 24 October 2025.

If you have any questions please contact Lauren Woodward, Orlanda Wright or Liam Waite.

Lauren Woodward

Area Manager, Prevention and Protection

To have your news included in this section please email:
CFRS.update@cumbriafire.gov.uk

