

# Cumbria Fire & Rescue Service



Name: .....

Employee no.: .....

Station/department: .....

Making Cumbria a safer place for all



@cumbriafire



cumbriafire.gov.uk



## A message from Paul Hancock, Chief Fire Officer of Cumbria Fire & Rescue Service

It is my privilege as Chief Fire Officer for Cumbria to extend a warm welcome to you as you join our service.

If you are dedicated to public service, have a strong work ethic, and possess an unwavering commitment to making Cumbria a safer place for all, you are in the right place.

We are proud of our 'Cumbria vibe' here and I am sure you will find a welcoming organisation which lives and breathes our Core Code of Ethics.

As a service we are committed to being a workplace where excellence is not just expected but achieved, and a forward-thinking employer which promotes inclusivity, respect and personal accountability.

I would like to take the opportunity to personally wish you good luck as you embark on your career in Cumbria Fire & Rescue Service, and I look forward to seeing the difference you can make in our team.



## A message from David Allen, Cumbria's Police, Fire and Crime Commissioner

My name is David Allen and I am the Police, Fire and Crime Commissioner for Cumbria.

Part of my role is to set the priorities for Cumbria Fire & Rescue Service – these priorities are based on what the public want to see from CFRS. Residents highlight their concerns and views to me throughout the year. However, these priorities are brought forward through a public consultation. The results are front and centre of my Police, Fire and Crime Plan that details what the Chief Fire Officer and his team are expected to deliver over the course of four years.

How the Chief Fire Officer delivers on these priorities and objectives remains with him, as do all operational decisions.

My responsibility is to hold the Chief to account, ensure you get the best possible resource, and make sure the framework and protocols are in place so that you can all do your jobs efficiently and safely and that, together, we protect Cumbria's safety.

I look forward to meeting as many of you as possible and working with you all to develop Cumbria Fire & Rescue Service to be the best service possible. CFRS do a fantastic job – my family home has been flooded twice in the last two decades, so I know from personal experience how essential Cumbria Fire & Rescue Service is in the county. I aim to reflect the incredible work that you all undertake on a daily basis.

I wish you all the best of luck with your career in Cumbria Fire & Rescue Service.

## Employee checklist

It is important that you have a positive, welcoming and supportive experience as you join a new organisation and we are doing everything we can to ensure that this is reality within Cumbria Fire & Rescue Service (CFRS).

We have developed a simple checklist for you to use to check your own learning and knowledge about CFRS.

We encourage you to take some time to read this booklet and look at the main CFRS SharePoint and employee section of our website. Once you have, complete the checklist below at your convenience. You can do this all in one go or over time; it's entirely up to you.

If they are not applicable, just leave them blank. If you need to look for the information, make a note of what you need to find out and revisit the relevant page(s).

### All about us



I understand the vision and priorities of Cumbria Fire & Rescue Service.

I know the values/code of ethics of Cumbria Fire & Rescue Service.

I know who is in the Leadership Team and the structure of the service.

I know who the Police, Fire and Crime Commissioner is and what they do.

### Your and your role



I have my employment contract with Cumbria Fire & Rescue Service.

I have received my ID badge and lanyard.

I know who my line manager is.

I have had a one-to-one with my line manager.

I know who is in my team.

### Your leave and flexi



I know how to request annual leave and flexi-time (if applicable).

I know what process to follow if I am unwell or sick and unable to attend work.

### Your pay and terms and conditions



I know when I will be paid.

I know what my terms and conditions are.

I know how to claim expenses.

**ICT and printing**

I know my email address.



I know how to access printing facilities.



I know where to access my work files and folders.



I know what my new email signature looks like.



I know who to contact with any ICT queries.



I have access to the CFRS SharePoint.



I receive the CFRS Update (weekly email newsletter)



If not, please email: [cfrs.update@cumbriafire.gov.uk](mailto:cfrs.update@cumbriafire.gov.uk)

**Uniform and equipment**

I have seen the Standards of Dress Policy.



I know what is happening with my uniform, tools, and equipment.

**Property, work bases and parking**

I know which sites I can access using my ID badge.

**Learning and development**

I can access PDR Pro.



I can access Learn Pro.



I am booked onto the next Corporate CFRS Induction. If not, contact your line manager.

**Health, safety and wellbeing**

If I need any support in relation to my health and wellbeing, I know who to contact.



## Our vision and values

### Our vision

A community-focused, professional, and trusted fire and rescue service that makes Cumbria a safer place for all.

### Our values

We believe passionately in the delivery of excellent public services to make Cumbria a safer place for all. To do that we need to be clear about the values and behaviours that we need to drive change and achieve our high standards.



**Putting our communities first**



**Dignity and respect**



**Equality, diversity and inclusion**



**Integrity**



**Leadership**

- ▶ **Putting our communities first**  
We put the interest of the public, the community, and service users first.
- ▶ **Dignity and respect**  
We treat people with dignity and respect, making decisions objectively based on evidence, without discrimination or bias.
- ▶ **Equality, diversity, and inclusion**  
We continually recognise and promote the value of equality, diversity, and inclusion, both within the fire and rescue service and the wider communities in which we serve.
- ▶ **Integrity**  
We act with integrity including being open, honest, and consistent in everything that we do.
- ▶ **Leadership**  
We are all positive role models, always demonstrating flexible and resilient leadership.

# 4,790

total number of incidents  
in Cumbria in 2024–25



## 2024–25 saw our service deal with...



**1,137**

total number  
of fires



**719**

collaborations  
with partners

e.g., partner meetings attended,  
multi-agency prevention work  
delivered



**210**

accidental primary  
dwelling fires



**771**

fire safety  
audits



**297**

road traffic  
collisions



**8,249**

Home Fire  
Safety Visits

\*Data between 1 April 2024 and 31 March 2025

## Our workforce in numbers...

Wholetime firefighters



**229**

On-call firefighters



**334**

Corporate staff



**77**

Fleet vehicles



**169**

## Achievements in 2024–25

Developing the organisation

Refurbishment works finished at Lazonby and Grange stations 

Awarded the contract for a new mobilising system to Frequentis 

Provision of a Wellbeing Strategy has been identified as service priority 

Estates team transitioned to OPFCC, now responsible for fire 

Hosted HMICFRS team for third round inspection 

Awarded silver status in the MOD Employer Recognition Scheme 

Protecting local communities

Compliance at 95.7% for building regs and 96.4% for licensing regs 

Bespoke road safety package using innovative technology rolled out 

Out-of-hours Protection Response Team has been introduced 

New strategies for Prevention and Protection approved and published 

Top 10 nationally for number of Home Fire Safety Visits completed 

Developing Resilience Programmes continue to support young people 

Responding to emergencies

Overall decrease in fires by 11% 

Responded to incidents in an average time of nine minutes 54 seconds 

Average on-call response time to incidents of 12 minutes 39 seconds 

Number of water rescues reduced by 20.5% 

Fires in commercial properties reduced by 18% 

Cumbria's Water Safety Partnership launched and active over first year 

## Meet your Team

**Your station/department :**

**Your Line Manager/Managers on station:**

**Your Senior Manager/PO**

**Your crew/team:**

**To see the service's leadership team, including our Chief Fire Officer, ACFOs, and Head of Departments, scan the QR code.**



## You and your role

Your job title, role and responsibilities will be explained to you by your line manager.

We encourage everyone to be welcoming and supportive of new team members.

## Your pay and terms and conditions

You will be paid on the last working day each month (any change to this would be communicated in advance).

If you have any questions regarding your terms and conditions of employment, please speak to your line manager in the first instance.

Business travel/expenses should be claimed via Trent, your line manager will explain the process to you.

## Your leave and flexi

Your line manager will discuss with you your terms and conditions of employment and what your entitlement to annual leave and flexi is.

Your line manager will explain how to book time off work depended upon the arrangements for your team.

Sickness if you are not fit to work should be reported to your line manager as soon as possible.



Scan this QR code to be taken to the  
**Human Resources Pages**



## Your health, safety and wellbeing

Visit **Employee Pages > CFRS Wellbeing Hub** for more information and resources.

We care about you and our commitment to your health safety and wellbeing continues.

Your line manager will be your first point of contact for any concerns or issues.

You will be able to report accidents, incidents and near misses. You can use the link on the previous page to visit InTouch and access your usual reporting systems.

All employees of CFRS have a duty to immediately report any near misses which is work related. All events should be reported to North West Fire Control by telephone or radio at the earliest opportunity. Alternatively, near misses may be reported via the telephone voicemail system on **01768 812712**.



Scan this QR code to be taken to the  
**CFRS Wellbeing Hub**

## Pensions

### Your pension

You will be contractually enrolled into the relevant pension scheme, subject to scheme criteria.

Visit **Employee Pages > Pensions** for more information and resources.

Scan this QR code to be taken to the **Pensions Pages**



## ICT and printing

You will be able to access Wi-Fi, either directly, or through a VPN connection, in the CFRS building that you work from.

If you need any support with ICT queries, the Service Help Desk arrangements will remain in operation, so all existing kit can be supported, and issues resolved. For Cumbria Fire & Rescue Service employees experiencing ICT issues, please call **01228 226000** or input a ticket on the ICT portal. The ICT portal can be found on the CFRS SharePoint – Systems & Portals.

If you are visiting a new building, printing options for you will be signposted.

## Property, work bases and parking

Your ID badge will allow you access to some buildings. For access to any other building, you will need to sign in as a visitor. When visiting other buildings, please make yourself aware of the fire evacuation procedures.

Parking arrangements can be discussed with your line manager. You will receive a new ID badge and lanyard with the Cumbria Fire & Rescue Service identity on it. Any queries relating to ID badges please contact [BusinessSupport@cumbriafire.gov.uk](mailto:BusinessSupport@cumbriafire.gov.uk).

## Uniform and equipment

This will be discussed with you, including any PPE / tools required for your role, by your line manager as this will vary from post to post.



## What is the PDR Pro system?



### Where do I access my training records?

CFRS uses PDR Pro for its training records system. You can access it from this link here: [PDR Pro](#) or by accessing PDR Pro from the systems and portals tab on CFRS SharePoint.

You will have received your username and password on an email, and as employees of CFRS you can now start to record all your training on PDR Pro. The system will allow you to see all your training records, give you access to courses and future training events. You can nominate yourself for training events using the Course Management System (CMS) section.

User guides are available to guide you through the system, and the Learning and Development Team will be hosting tailored bite-sized PDR Pro training sessions for new staff during May and June. Look out for these dates to be released in our Service Update which will have options for how to book on.

Your previous training records from Cumbria County Council have been downloaded from iTrent and LMS and are now held centrally by the Learning and Development Team. These will be entered into PDR Pro during 2023 so you will be able to access all your historical training records in one place.

### How do I access e-learning modules?

CFRS use a system called Learn Pro which stores all your e-learning modules. Learn Pro is accessed through PDR Pro so you only need to sign in once through PDR Pro.

You can access PDR Pro and Learn Pro systems from any computer or device including mobile phones, tablets or smart TV's that have an internet connection.

If you have any queries regarding your access to either system, you can contact [fireservice.ld@cumbria.gov.uk](mailto:fireservice.ld@cumbria.gov.uk).



## Looking after your well-being

The well-being of our employees is extremely important to Cumbria Fire & Rescue Service. We recognise that the main factors that affect your health and well-being at work are things like workload; relationships with managers and colleagues; whether you have the resources and the control over your own work to do the best job you can; whether you are able to work in a way that suits you; feeling that you are recognised and valued for the work that you do, and generally that you are treated well and fairly by colleagues and the service overall.

We are committed to creating an environment where all employees of Cumbria Fire & Rescue Service can thrive and be happy at work, and we will work with staff at all levels, and with trade union colleagues, to keep improving that positive working environment for you. This is central to our Code of Ethics, which emphasises that in everything we do we strive to be compassionate, empowering and collaborative; this applies as much to working with you as it does to providing services to the public.

In addition to aiming to provide you with a positive and supportive working environment, the service provides a number of resources and services that can help you look after your own health and well-being. These are detailed further below. We also encourage you to speak to your line manager at the earliest opportunity if you need any further support or guidance in relation to your own well-being.

You will have support from a number of trained fitness advisors, first aiders and mental health first aiders that can be accessed by visiting our CFRS SharePoint site.

### Need help now?

- ▶ Firefighter Charity crisis line -Telephone 03003730896
- ▶ Shout (Crisis text service for Mental Health Support) - Text shout to 85258
- ▶ Samaritans - Telephone 116123
- ▶ Right Care, Right Person - If you require urgent mental health support then please call 111 or go to 111 Online

[LINK TO 111 ONLINE HERE](#)

Support is also available through trade unions and our Occupational Health department.



Lots of support is available on our Wellbeing Hub, scan the QR code

**If you feel like you are struggling or need help, please speak up; we are here to help.**

## Trade unions

The trade unions play a key role in supporting their members through change situations. They can provide professional advice and guidance on pay and conditions, coping with the impact of major transformational change, supporting members with concerns at work and in formal meetings.

Please reach out to your trade union representative if you need support.

Trade unions which are formally recognised by Cumbria Fire & Rescue Service are given below:

- ▶ **FBU - Fire Brigades Union | The Voice Of Firefighters**
- ▶ **FRSA - Fire and Rescue Services Association**
- ▶ **GMB email: [gmbbranchsecretary@gmail.com](mailto:gmbbranchsecretary@gmail.com)**
- ▶ **Unison email: [d.armstrong@unison.co.uk](mailto:d.armstrong@unison.co.uk)**
- ▶ **Unite email: [ryan.armstrong@unitetheunion.org](mailto:ryan.armstrong@unitetheunion.org)**



Scan the QR code to be taken to the FBU website



Scan the QR code to be taken to the FRSA website



## Key departments and contacts

Business Support - [BusinessSupport@cumbriafire.gov.uk](mailto:BusinessSupport@cumbriafire.gov.uk)

Resourcing and Talent - [Recruitment@cumbriafire.gov.uk](mailto:Recruitment@cumbriafire.gov.uk)

Fitness - [Annie.McInerney@cumbriafire.gov.uk](mailto:Annie.McInerney@cumbriafire.gov.uk)

Wellbeing - [Wellbeing@cumbriafire.gov.uk](mailto:Wellbeing@cumbriafire.gov.uk)

Equality, Diversity, and Inclusion - [Kelly.Drury@cumbriafire.gov.uk](mailto:Kelly.Drury@cumbriafire.gov.uk)

Human Resources - [HR@cumbriafire.gov.uk](mailto:HR@cumbriafire.gov.uk)

Learning and Development - [FireService.LD@cumbriafire.gov.uk](mailto:FireService.LD@cumbriafire.gov.uk)

Stores - [CFRSstores@cumbriafire.gov.uk](mailto:CFRSstores@cumbriafire.gov.uk)

Occupational Health - [Occupational.Health@cumbria.gov.uk](mailto:Occupational.Health@cumbria.gov.uk)

Pensions - [FirePensions@cumbriafire.gov.uk](mailto:FirePensions@cumbriafire.gov.uk)

Service Delivery Support (SDS) - [Fire.SDS@cumbriafire.gov.uk](mailto:Fire.SDS@cumbriafire.gov.uk)

Ops Planning - [OpsPlanning@cumbriafire.gov.uk](mailto:OpsPlanning@cumbriafire.gov.uk)

Comms - [Media@cumbriafire.gov.uk](mailto:Media@cumbriafire.gov.uk)

CFRS Update - [CFRS.Update@cumbriafire.gov.uk](mailto:CFRS.Update@cumbriafire.gov.uk)

Leadership Team - [Charlotte.Kirkwood@cumbriafire.gov.uk](mailto:Charlotte.Kirkwood@cumbriafire.gov.uk)

# Our Code of Ethics



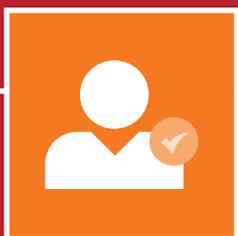
**Putting our communities first**



**Dignity and respect**



**Equality, diversity and inclusion**



**Integrity**



**Leadership**



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