
**Enquiries to: Mrs J Head
Telephone: 01768 217734**

Our reference: JH/CSP

Date: 09 May 2025

AGENDA

TO: THE MEMBERS OF THE COMMUNITY SCRUTINY PANEL

CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S COMMUNITY SCRUTINY PANEL

A Meeting of the Community Scrutiny Panel (Fire) will take place on **Thursday 15 May 2025 at 2.00 pm** in **The Community Room**, Cumbria Fire and Rescue Service Headquarters, Carleton Avenue, Penrith, CA10 2FA.

**G Shearer
Chief Executive**

Note: Members are advised that allocated car parking for the meeting is available in the Visitors Car Park to the left of the main Police Headquarters building.

PANEL MEMBERSHIP

Jane Scattergood (Chair)
Eloise Abbott
Andrew Dodd
Meg Masters
Ben Phillips
Alison Ramsey
Shaun Thomson
Penny Walker

AGENDA

PART 1– ITEMS TO BE CONSIDERED IN THE PRESENCE OF THE PRESS AND PUBLIC

1. APOLOGIES FOR ABSENCE

2. DISCLOSURE OF PERSONAL INTERESTS

Members are invited to disclose any personal/prejudicial interest which they may have in any of the items on the Agenda. If the personal interest is a prejudicial interest, then the individual member should not participate in a discussion of the matter and must withdraw from the meeting room unless a dispensation has previously been obtained.

3. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

To consider (i) any urgent items of business and (ii) whether the press and public should be excluded from the Meeting during consideration of any Agenda item where there is likely disclosure of information exempt under s.100A(4) and Part I Schedule A of the Local Government Act 1972 and the public interest in not disclosing outweighs any public interest in disclosure.

PART 2– ITEMS TO BE CONSIDERED IN THE ABSENCE OF THE PRESS AND PUBLIC

Number	Agenda Item	Allocated Time
4.	NOTES OF THE PREVIOUS MEETING & ACTION SHEET To confirm the restricted notes of the meeting of the Community Scrutiny Panel held on 06 February 2025 (copy enclosed).	5 minutes
5.	CORPORATE UPDATE To receive a corporate briefing from Fire Lead Paul Hancock and the OPFCC Chief Executive Gill Shearer	10 minutes
6.	HR UDATES To receive a report providing updates on: (i) Employee Absences (ii) Workforce Complaints (iii) Members to provide feedback from dip sample sessions	10 minutes
7.	CIVIL CLAIMS To receive a report on Civil Claims to monitor any trends/issues and how learning/training has been	5 minutes

	implemented.	
8.	PREVENTION & SAFETY Summer preparation by CFRS – proposals for the summer campaign, how it will be resourced. Comms re wildfires, water safety and other key themes	10 minutes



Agenda Item No 04

COMMUNITY SCRUTINY PANEL

Notes of a meeting of the Community Scrutiny Panel (Fire) held on
Thursday 6 February 2025, The Community Room, Fire HQ at 2.00 pm

PRESENT

Jane Scattergood (Chair)
Eloise Abbott
Andrew Dodd
Meg Masters
Ben Phillips
Alison Ramsey
Penny Walker

Also present:

Chief Fire Officer – Paul Hancock
Head of Safety and Assurance – Mark Clement
HR Manager – Jemma Taylor
OPFCC Governance Manager - Joanne Head

The Chair welcomed everyone to the meeting and ask that everyone introduce themselves. The Chief Fire Officer had recently been confirmed into post by the Police, Fire and Crime Commissioner and the Panel expressed their warm congratulations and looked forward to working with him.

47. APOLOGIES FOR ABSENCE

Apologies were received from Shaun Thomson, OPFCC Chief Executive Gill Shearer and Orlanda Wright.

48. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of personal interest regarding any agenda item.

49. URGENT BUSINESS

There were no items of urgent business to be considered by the Panel.

50. NOTES OF THE PREVIOUS MEETING

The notes of the meeting held on Thursday 7 November 2024 previously circulated with the agenda were agreed.



AGREED; that the notes of the meeting held on 7 November 2024 were agreed.

51. CORPORATE UPDATE

The Chief Fire Officer presented the corporate update report which detailed highlights of work carried out by Cumbria Fire and Rescue Service during the previous quarter.

In response to a member's question the Head of Safety and Assurance confirmed that the Police, Fire and Crime Commissioner and CFRS had worked collaboratively on developing the fire elements of the Commissioner's Police, Fire and Crime Plan. This in turn had informed the Community Risk Management Plan.

Work was due to be carried out by the service to review their budget and required savings as the lower than expected budget settlement meant that £1m of savings would be required. Consultation would be carried out and the service would be keen to obtain the Panel's views.

The National Fire Chief's Council (NFCC) were lobbying Government to allow fire services to expand their statutory duties to tackle road deaths and injuries, including additional finances to enable the development of programmes.

The Panel had received a written corporate update prior to the meeting from the OPFCC Chief Executive. In addition, the OPFCC Governance Manager advised that the Commissioner's proposed council tax precept had been approved by the Police, Fire and Crime Panel on 31 January 2025. It had been announced earlier in the week that Cumbria would be one of 6 regions to be considered by the Government for the Devolution Priority Programme which would see a Mayoral structure be implemented. This was at the very early stages of the process and no further information was currently available.

52. INFORMATION MANAGEMENT COMPLIANCE

The Head of Safety and Assurance guided the members through a report outlining CFRS's compliance of information management. Following a suggestion by the Panel the service had introduced a process whereby if they were unable to achieve the 20 working day target to respond they would contact the requestor to explain the reasons and try to provide a timeframe for the response.

The Panel Chair raised questions about the receipt of this agenda item against the role of the Panel. Whilst the Panel were appointed to represent the public their role was not to perform the function of an inspectorate or oversee some elements of performance. The Panel felt that routine information compliance information should be reviewed by existing performance management review mechanisms. Where there were incidents where the Panel's views were required, they could be brought on an ad-hoc basis.

AGREED; that, the
(i) report be noted; and



- (ii) the OPFCC to review where information management compliance should be reviewed and monitored.

53. HR UPDATES

The HR Manager provide a report which outlined three areas of HR business.

Employee Absences

The service was in the process of developing and installing a new HR system, FireWatch, which was to go live in July 2025. This would then enable the service to compare themselves to national absence figures.

Health and Wellbeing procedures had been revised and combined into one procedure. Different terms and conditions still remained for fire fighters and corporate staff but the new process would make it easier for managers to deal with issues. Work was being carried out with the Fire Fighter Charity to develop and re-vamp the CFRS wellbeing calendar. This was used to support fire fighters and staff across the whole service.

Work was still ongoing with Apple to develop the Mental Health App which would particularly assist on-call staff to access information.

Disclosure Barring Service (DBS) Checks

All DBS checks for staff had now been completed and a programme for the 3-year checks was being developed. The HR Team were developing an E-Learning module for all staff to assist them in completing their online ID checks. All new recruits were also subject to the checks.

A discussion took place on scenarios where DBS checks may need to be carried out prior to the 3-year review, including incidents and role changes. The HR Manager confirmed that there were process in place to deal with any change to staff circumstances. The Panel felt that the HR Team had completed all checks in a timely and professional manner and wish to pass on their acknowledgement of this.

HMICFRS – Spotlight Report on Misconduct

The Panel were briefed on the work carried out to achieve the 15 recommendations identified within the HMICFRS report. Two of the recommendations were highlighted as amber but work had recently been carried out to address these which meant that all the recommendations had been achieved.

AGREED; that the report be noted.

54. CULTURE AND DIVERSITY



The Panel had been provided with four documents for comment prior to the meeting. These being the Equality, Diversity and Inclusion Strategy, Culture and Values Board terms of reference, People Strategy and the Gender Pay Gap Report.

The panel had positive feedback on the four documents presented and judged that the Service were taking seriously these matters and their responsibilities towards both their staff and the public. They were impressed by the quality of the material and the focus being placed on the topic. The Chief Fire Officer advised that going forward it would be beneficial for the Panel to have sight of documents whilst they were being developed to enable them to provide feedback.

A discussion took place regarding the Culture and Values Board which the T/Deputy Chief Fire Officer chaired where issues and concerns could be raised and whether the Panel could assist with any oversight. Potentially the TDCFO could brief the Panel at their meetings to seek any views or support the Panel could provide.

AGREED; that the documents be noted.

55. FIRE EMPLOYEES

The HR Manager guided the members through a report which outlined the CFRS Recruitment Programme. A lot of work had been carried out to revamp policies inherited from Cumbria County Council to make the recruitment process more dynamic including the development of a recruitment policy.

A member asked whether the number of resignations from the service was in line with national averages. The HR Manager advised that she would speak with the Resourcing Lead and update the Panel. Work was being carried out to develop an exit process to help to try and prevent people leaving the organisation. An on-call group had been set up to assist with this process. Currently on-call fire fighters had to live within 5 minutes of the fire station. However in more rural areas this was proving difficult to attract and retain people due to many of them working a distance from their home address. Work was being carried out to see if this timeframe could be extended to attract and retain more people.

AGREED; that, the

- (i) report be noted; and
- (ii) the Resourcing Lead update the Panel on whether resignations were in line with national averages.

56. RIGHT CARE, RIGHT PERSON

The Head of Safety and Assurance guided the Panel through a report which outlined the actions taken by the service to implement the Right Care, Right Person initiative.



Initially there had been concern about the number of jobs the service would be called to. Excellent relationship with the police to prepare for the introduction of RCRP had assisted with the implementation. All 999 calls are taken from a call centre in Warrington for the Northwest and those staff had experience from other areas introducing this process. There had not been any significant impact on fire incidents.

AGREED; that, the report be noted.

57. 2024 ANNUAL REPORT

The OPFCC Governance manager presented a draft of the Community Scrutiny Panel's Annual Report, which highlighted the areas of business scrutinised by the Panel and thematic sessions they had carried out during 2024. It had been another very busy year with the Panel continuing to flex and respond to new demands and areas of business.

Members were asked to provide any further comments to the OPFCC Governance Manager who would collate them and re-circulate a final draft. Once finalised the report would be presented to the Police, Fire and Crime Commissioner and also to the Joint Audit Committee.

Agreed; that,
(i) the draft Annual Report be noted; and
(ii) members provide any comments to the OPFCC Governance Manager.

Meeting ended at 03:20 pm

Signed: _____
Panel Chair

Date: _____

Community Scrutiny Panel – (Fire) Action Sheet: 06/02/2025

Minute Number / Topic	Action to be taken	Person responsible OPFCC / Force	Report back to Panel	Date action completed	Review Date
DATE OF MEETING: 07 November 2024					
Civil Claims	Future reports contain more information regarding the live cases, particularly identifying any trends, themes or issues.	Mark Clement	May 2025	To be presented	
DATE OF MEETING: 06 February 2025					
Information Management Compliance	The OPFCC to review where information management compliance should be reviewed and monitored.	Governance Manager	March 2025		
Recruitment	The Resourcing Lead update the Panel on whether resignations were in line with national averages.	CFRS Resourcing Lead	May 2025		

Cumbria Fire & Rescue Service

CFRS Corporate Update

Date : 15th May 2025

Agenda Item : 05

Originating Officer : Mark Clement, Head of Safety and Assurance

1. **What is the Report About? (Executive Summary)**

- 1.1 To provide an overview of recent local and national issues affecting Cumbria Fire

2. **Recommendation of the Head of Safety and Assurance**

- 2.1 The Community Scrutiny Panel are asked to note the contents of the report.

3. **Local Issues**

Professional Standards Board

- 3.1 A Professional Standards Board has been established to provide oversight of HR casework to comply with recommendations in HMICFRS' Standards of Behaviour Report, August 2024.

The Professional Standards Board comprises the following members:

- Chair: Chief Fire Officer.
 - External Representative: A professional - external to the service - provides independent perspective and advice.
 - HR Lead: HR Manager (shared role) responsible for ensuring alignment with service policies, procedures and best practice.
 - Employee Well-being Officer: A designated officer responsible for aligning casework with well-being and mental health initiatives.
- 3.2 The board has agreed terms of reference and meets bi-monthly. The board reports on actions from previous meetings, reviews casework, identifies lessons learned and areas for improvement, and ensures, where appropriate, referral to well-being and/or mental health support/initiatives.

Making Cumbria a safer place for all



His Majesty's Inspectorate for Constabulary and Fire and Rescue Services

- 3.3 The round 3 inspection process has recently concluded, with the principal officer team (CFO and ACFOs) due to receive a debrief from HMICFRS on 28 March 2025.
- 3.4 The ten-week inspection programme ran smoothly and involved reality testing, focus groups, a high-rise exercise and a large number of interviews with a wide range of staff. During the process the inspection team commented on the willingness of staff to discuss issues with them and the friendly atmosphere. A detailed report will be made available to the committee when the final report is published. To date, there have been no themes that the service is unaware of and no risk critical causes for concern.

Operational Fire Cover Review (OFCR)

- 3.5 The service has recently commissioned ORH to carry out an OFCR. This is a process used to assess and manage the deployment of resources and operational capacity. It involves evaluating the coverage and effectiveness of fire and rescue service operations in various areas ensuring that resources, personnel and equipment are available to respond to emergencies.
- 3.6 The review will consider several factors, including:
- Resource Allocation: Assessing whether fire stations and fire engines are appropriately staffed and equipped to handle emergencies within their service area.
 - Response Times: Evaluating how quickly fire and rescue services can respond to incidents in different geographical locations and whether improvements are needed.
 - Risk Assessment: Identifying high-risk areas (e.g. industrial zones, densely populated areas, or areas with challenging terrain) and determining if additional resources or specialised units are needed.
 - Future Planning: Based on the review, it can also involve planning for future needs of the service such as upgrading equipment, training or establishing new stations to ensure coverage as demand grows or shifts.

National Issues

Climate Change and Preparedness

- 3.7 Fire and rescue service leaders have raised concerns about the UK's readiness to handle the increasing frequency of climate-induced emergencies such as floods, heatwaves and storms. The National Fire Chiefs Council (NFCC) emphasises the necessity for enhanced investment in resources and long-term forecasting to manage these challenges effectively.

Wildfire Management

- 3.8 The increasing frequency of wildfires has prompted significant attention. Scotland faced a "very high risk" of wildfires in early March 2025, leading to public advisories to prevent outdoor fires. In response to the growing threat, the government has proposed appointing a National Resilience Wildfire Adviser to enhance national capabilities and improve coordination among various sectors.

Change in Machinery of Government

- 3.9 It has been confirmed that from 1 April 2025 the fire and rescue service will come under the purview of MHCLG. Responsibility for HMICFRS and the national radio system (Airwave) will remain with the Home Office.

Importance of On-Call Firefighters

- 3.10 The National Fire Chiefs Council (NFCC) has launched a new set of webpages dedicated to exploring the on-call firefighter role. The NFCC is aiming to broaden awareness, improve accessibility and encourage a more diverse range of people to consider a role in the fire and rescue service.
- 3.11 The webpages provide clear, practical guidance on what on-call firefighters do, how to apply and what prospective firefighters can expect from the role. As fire and rescue services work towards becoming more representative of the communities they serve, the NFCC is emphasising the importance of diversity, inclusion and accessibility in recruitment efforts.

Mark Clement
Head of Safety and Assurance



Community Scrutiny Panel

Title: OPFCC Corporate Update

Date of Meeting: May 2025

Agenda Item No: 05b

Originating Officers: Gill Shearer, OPFCC Chief Executive

This update provides the Community Scrutiny Panel with a headline summary of recent developments within the Office of the Police, Fire and Crime Commissioner.

1. **PFCC – One Year in Office**

On Friday 8 May 2025 the Commissioner celebrated being office for a year. taking up the role in May 2024, Police, Fire and Crime Commissioner David Allen has made significant progress in delivering on his commitment to strengthen neighbourhood policing, improve services for victims, and ensure that local priorities are at the heart of Policing and Fire Service decisions.

Key achievements from the Commissioner's first 12 months include:

- Securing an additional £1.68 million to bolster neighbourhood policing through the Neighbourhood Policing Guarantee, ensuring more visible and accessible policing in communities – this money will deliver an additional 46 Police Staff into Cumbria Constabulary almost doubling the size of the Neighbourhood Policing teams across Cumbria.
- Investing more than £120,000 into community projects via the Commissioner's Community Fund, supporting grassroots organisations which help to ensure crime and anti-social behaviour doesn't occur in the first place.
- Working with the Constabulary to Achieving a 35.9% reduction in anti-social behaviour and a 20.1% reduction in serious violence in hotspot areas through targeted, partnership-led interventions.
- Investing in Cumbria Fire and Rescue Service through new technology and equipment which will keep Cumbrian residents safe.
- Launching Cumbria's Neighbourhood Policing Pledge, setting clear standards for local policing across the county.

- Hosting 24 public surgeries across every area of Cumbria, giving residents a direct voice on local policing and fire service issues and the chance for residents to ask any questions or raise concerns directly with the Police, Fire and Crime Commissioner regarding the quality of service they have had with their Police or Fire Service or any other issues.
- Investing £3.4 million into Commissioned Services, ensuring tailored, trauma-informed help for those affected by crime.
- Launching a new four-year Police, Fire and Crime Plan, built on public consultation and focused on the issues that matter most to local people.
- Making strong progress towards resolving the £16 million deficit within the police budget that was left by the previous administration: reducing this by £5m, helping to secure long-term financial sustainability without compromising frontline services.
- Championing Cumbria at a national level, ensuring that our voice is heard nationally and that we get the funding we deserve.

The Fire Service is on a stable financial footing with the Commissioner securing an additional £1 million worth of funding from the Home Office which has been invested in new equipment and technology to ensure that Cumbrians are kept safe.



Community Scrutiny Panel

HR Updates

Date: 15 May 2025

Agenda Item No: 06

Originating Officer: ACFO (Temp) Ian Seel

CC: Jemma Taylor/ Helen Clark

Executive Summary: (max 100 words)

This report details the following updates:

1. Employee Absences
2. Misconduct & Workplace Complaints

1. Employee absences

Top 5 absence reasons over the past 6 months:

Absence reason
1. Infection & Virus (e.g. Flu, Coughs, Colds)
2. Abdomen (e.g. D&V, Liver, Bowel, Bladder, Kidney)
3. Musculoskeletal Lower Limb & Feet
4. Undisclosed
5. Head (e.g. Eye, Ear, Nose, Throat) Musculoskeletal Neck Musculoskeletal Upper Limb

*NB these three reasons rank equal over the last 6 months

Our Occupational Health Service is currently a hosted arrangement (led by Westmorland and Furness Council), the SLA is currently being reviewed and has been extended to October 2025 with options being considered for future arrangements.

The Community Scrutiny Panel carried out a dip sample of our absence cases in early May 2025. Key points of feedback were captured as follows:

- Generally, absences were being well managed
- Good evidence of HR pro-actively contacting managers to chase paperwork
- The service are realistic in cases of mental health struggles and suggestions around work life balance
- Employee expectations are well managed and triggers for progression to next stages are robust and well documented
- Of the cases sampled featuring stress it was personal as opposed to work related
- A pro-active stance is taken with absences related to medical issues
- Content of outcome letters was overall detailed and personalised to the individual
- Some of the absence reasons were vague and did not give enough detail

Action taken following feedback:

- List of absence reasons has been reviewed inline with those reported nationally and will be uploaded into our planned new HR system 'Firewatch'
- HR continue to role out managing absence training for line managers with sessions planned for June and July
- HR will continue to advise on content of outcome letters wherever possible before they are issued to employees in order to maintain a consistent standard of content

Other points to note:

- Regular absence case clinics are held chaired by ACFO with HR and line manager attending to provide updates on the case
- Current target for absence is 6% which is being maintained
- The way our absence information is currently recorded within trent does not enable us to readily interrogate the data into age or gender. We aim to improve reporting functionality as we move towards our new HR system (Firewatch) Autumn 2025
- The service are developing a mental health app, we now have full authorisation to distribute on the Apple App Store. The app developer is now in the stages of getting the app set up and making any final changes. The plan is to launch in summer 2025

2. Misconduct & Workplace Complaints

2 members of the Community Scrutiny Panel have dip sampled 11 cases and have provided feedback.

Summary of the sampled cases:

Case	Case Type	Outcome	Appeal?	Appeal outcome
1	Conduct	No further action	No	
2	Conduct	No further action	No	
3	Conduct	No further action	No	
4	Conduct	Final Written Warning	No	
5	Conduct	No further action	No	
6	Conduct	No further action	No	
7	Conduct	No further action	No	

8	Conduct	No further action	No	
9	WPC	Not Upheld	Yes	Appeal Not Upheld
10	WPC	Not Upheld	No	
11	WPC	Service apology	No	

EDI Analysis

- Of the 11 cases, 20% were from females, 45% were males and 35% do not have a completed gender field. Both of the cases from females were Corporate members of staff. Due to the low data sample it is difficult to infer any meaning from this, however a larger proportion of females work in Corporate Services.
- The largest portion of cases were in the 50 – 59 age bracket
- All cases were members of staff who have identified as White – British. Although not all members of staff have completed this field on iTrent, this largely mirrors the ethnicity make up of the service
- No members of staff who have self-declared a disability have been involved in any conduct or workplace complaints during this time period
- Of the data set, 82% were heterosexual (the others being undeclared)
- The low number of cases makes it difficult to infer any meaning from the EDI data however the data available does not show any concerning trends or areas of specific concern

Summary of reasons for conduct cases

- Plagiarism
- Inconsistencies within an adverse safety event
- Inappropriate comments X 3 cases
- Bullying
- Conduct outside of work
- Inappropriate behaviour

Summary of reasons for Workplace complaints

- The promotion process and lack of feedback
- Poor line management during notice period

Summary of Panel Feedback:

- Policy was being followed correctly
- There was evidence on file of notes being taken at meetings and outcomes had been recorded
- Cases were handled in a timely manner (if not there was a reasonable explanation provided as to why)
- Appropriate support was given where necessary
- Outcome letters were firm but empathetic
- Investigations were thorough and logical
- Due consideration should be carefully given when comparator cases exist
- In one case the panel were concerned that issues should have been dealt with at an earlier stage which may have avoided the need for formal action

Future Actions:

- More support to be given to witnesses following conclusion of the case. HR are working on developing some template letters to support this
- Consideration to be given to sharing outcomes where possible. The service are exploring the option of including this in a broad sense to development of a culture dashboard
- Further training for managers is planned regarding 'how to chair a hearing' for summer 2025, exact date TBC
- The panel felt additional reminders to staff about standards of behaviour should be regularly reinforced. HR to consider possibly adding this to our appraisal templates

Community Scrutiny Panel



Resourcing, Talent and Wellbeing

Date: 15 May 2025

Agenda Item No: 06

Originating Officer: ACFO (Temp) Ian Seel

CC: Orlanda Wright

Executive Summary: (max 100 words)

This report details the following updates:

1. Report on the Fire Service's employee establishment and recruitment programme
2. CFRS Resignations data

1. CFRS Establishment and Recruitment Programme

The below table (A) shows the current position the On-Call Stations are for Establishment.

We currently have 33 candidates being processed through recruitment, who will have staggered start dates across 2025 to attend training courses held in July 2025, October 2025, and February 2026. These are not included in the below figures.

The current CFRS model for On-Call Stations is either a headcount of 12 (including a Watch Manager and two Crew Managers ideally) or a total of 1200 hours. Two stations, Penrith On-Call and Ulverston On-Call are two pump stations so have this increased to either a headcount of 18 or a total of 1800 hours. This approach gives the Service Delivery Group Managers some flexibility when recruiting to the stations and depending on the location of the station.

It has also been noted this approach can bring some challenge, for example Wigton Station have a headcount of 11, so in theory would be looking to recruit one more candidate, however their current total hours are 895, meaning that one candidate would need to provide 305 hours of cover to meet the station requirement, which wouldn't be possible.

Please note, the below statistics are not indicative of pump availability. Some stations below are under the ideal headcount and hours however provide excellent availability due to the dedication of the crew.

On-Call Station	Strategic (Y/N)	Full Headcount	Full Hours	Current Headcount	Current Hours
Brampton		12	1200	8	628
Longtown		12	1200	11	931
Aspatria		12	1200	9	963
Cockermouth		12	1200	8	604
Keswick	Y	12	1200	11	960
Maryport	Y	12	1200	8	667
Silloth		12	1200	7	670
Wigton	Y	12	1200	11	895
Whitehaven P2	Y	12	1200	7	469
Workington P2	Y	12	1200	9	698
Bootle		12	1200	10	1024
Egremont		12	1200	8	657
Frizington		12	1200	10	914
Millom	Y	12	1200	12	1094
Seascale		12	1200	11	972
Alston		12	1200	10	990
Lazonby		12	1200	13	1065
Penrith On-Call	Y	18	1800	14	1206
Appleby	Y	12	1200	12	828
Kirkby Lonsdale		12	1200	6	680
Kirkby Stephen		12	1200	11	1015
Patterdale		12	1200	10	884
Sedbergh		12	1200	11	1220
Shap		12	1200	11	926
Ambleside		12	1200	8	721
Kendal P2	Y	12	1200	12	805
Staveley*		12	1200	1	100
Windermere	Y	12	1200	10	795
Arnside		12	1200	8	507
Grange		12	1200	6	485
Milnthorpe	Y	12	1200	11	871
Ulverston On-Call	Y	18	1800	14	1108
Barrow P2	Y	12	1200	8	702
Broughton		12	1200	5	316
Coniston		12	1200	9	883
Walney		12	1200	7	551
Total:		444	44,400	337 (75%)	28,807 (64%)

On-Call recruitment is open all year round at CFRS and the recruitment programme for 2025 is well under way, as mentioned before with 33 active candidates in the process. The Resourcing team are planning for the next practical selection dates to take place in September to secure 16 candidates for the Feb 2026 course. With two courses planned for 2025, and including the first 2026 course, this will be 32 On-Call Firefighters joining the service.

For Wholetime and Corporate roles, we are currently out to advert for two ACFO posts. There may be roles in the service that are vacant, however the Senior Leadership Team and Executive Board review the establishment report, with key input from the Head of Finance, and currently the service is working through temporary appointments with the aim of making them permanent. Following this, Workforce Development Group will review vacancies across the service to then begin planning the next promotion boards and Wholetime Firefighter process.

2. CFRS Resignations Data

Below is the most recent resignation data for the service, with age, gender and role included. The data range is 01/01/2020 to 31/03/2025. Total leavers for this period were 294.

End of Fixed Term Contracts, Agreements, and Casual Worker Agreements have not been included in the below data.

Reason For Leaving	Total Count	Green Book, Grey Book OC, Grey Book Regular	Age Range		Gender (Male/Female/Non-Binary)
			18 – 25 26 – 35 36 – 45 46 – 55 56+		
Died In service	3	• 3 Grey Book On-Call	26 – 35	1	M – 3
			56+	2	
Dismissal	2	• 1 Grey Book On-Call • 1 Grey Book Regular	46 – 55	2	M – 2
Dismissal – Absence	3	• 1 Green Book • 1 Grey Book On-Call • 1 Grey Book Regular	46 – 55	1	F – 1
			56+	2	M – 2
Dismissal – Absence without Leave	1	• 1 Grey Book On-Call	46 – 55	1	M – 1
Dismissal – Capability	1	• 1 Grey Book On-Call •	46 – 55	1	M – 1
Dismissal – Conduct	9	• 1 Green Book • 5 Grey Book On-Call • 3 Grey Book Regular	26 – 35	2	M – 9
			36 – 45	4	
			46 – 55	3	
Mutual Termination	2	• 1 Grey Book On-Call • 1 Grey Book Regular	18 – 25	1	M – 2
			46 – 55	1	
Resignation	171	• 21 Green Book • 125 Grey Book On-Call • 25 Grey Book Regular	18 – 25	15	F – 19
			26 – 35	58	M – 152
			36 – 45	47	
			46 – 55	40	
			56+	7	

Retirement – Age	83	<ul style="list-style-type: none"> • 3 Green Book • 32 Grey Book On-Call • 48 Grey Book Regular 	46 – 55	41	F – 3 M – 80
			56+	42	
Early Retirement	10	<ul style="list-style-type: none"> • 1 Green Book • 5 Grey Book On-Call • 4 Grey Book Regular 	46 – 55	5	F – 1 M – 9
			56+	5	
Retirement – Ill Health	9	<ul style="list-style-type: none"> • 2 Green Book • 3 Grey Book On-Call • 4 Grey Book Regular 	36 – 45	1	F – 1 M – 8
			46 – 55	5	
			56+	3	

Future work we are completing to support with resignations and retentions:

- New Leavers Policy out to consultation, which offers employees and leavers three ways of completing leaver data, in either confidential or anonymous ways. This will help us look at the detail of resignation information to inform our retention strategies moving forward. Currently, there is feedback from the Trade Unions which the Resourcing team are working on, and the aim is to launch for end of June.
- People Data Dashboard being created. The timescale for this is initially Autumn 2025 and it will have anonymised absence, misconduct, grievance, leaver, and equality data accessible for the service.
- Staff Survey 2025 will include some questions on why our employees stay with us and what are the benefits of working for CFRS, to feed into our retention strategies.
- Leavers Staff Network being created, to be a community for personnel who have working in the Fire Service for most of their career, but also to support with retention strategy and wellbeing support for leavers.

Cumbria Fire & Rescue Service

CFRS Civil Claims

Date : 15th May 2025

Agenda Item : 07

Originating Officer : Mark Clement, Head of Safety and Assurance

1. **What is the Report About? (Executive Summary)**

- 1.1 The purpose of the report is to provide the Community and Scrutiny Panel with an understanding of the current picture with regard to claims against CFRS. This will provide a baseline on which further reports can be built, if required by the Panel. Since the last report to the Panel there have been 2 claims against the Service, and there has been some movement in settlement figures.

2. **Recommendation of the Head of Safety and Assurance**

- 2.1 The Community and Scrutiny Panel are asked to note the contents of the report.

3. **Background to the Proposals**

- 3.1 In the last ten years there have been 18 Claims against the Service. These can be broken down into

Personal Accident	2
Public Liability	1
Employers Liability	15

- 3.2 These have occurred over a number of years averaging 1.8 per year.
- 3.3 Of those 18 claims just over 55% (10) were successful with payouts ranging from £160 to £83k. The total amount of money paid out is £270k.
- 3.4 Currently there are 4 open cases. 2 of these cases have a total reserve of £27k. The latest two cases do not yet have a reserve set.
- 3.5 The majority of genuine claims received over the years have been linked to slips, trips or falls. Learning from these cases is picked up following a proper investigation and incorporated into business as usual.
- 3.6 The Service also benefits from a national system of learning where points of note are shared between all services across the country.

Making Cumbria a safer place for all



- 3.7 Finally the health and safety committee meet on a quarterly basis with the rep bodies and others to discuss incidents that have occurred over the preceding three months. In each case if learning is identified it is cascaded throughout the Service.
- 3.8 Benchmarking data has been sought from the panel in the past, however this is not publicly available.
- 4.0 **Conclusion**
- 4.1 There have been a small number of claims made against the Service over the preceding 10 years. Approximately half have been successful and a total of £270k has been paid out over that period.

Mark Clement
Head of Safety and Assurance