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

**Our reference: JH/CSP**

**Date: 27 August 2024**

## **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 Panel will take place on **Thursday 5 September 2024** at **2.00 pm** in **The Control 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  
Alex Rocke  
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.	<b>NOTES OF THE PREVIOUS MEETING &amp; ACTION SHEET</b> To confirm the restricted notes of the meeting of the Ethics and Integrity Panel held on 08 February 2024 (copy enclosed).	
5.	<b>CORPORATE UPDATE</b> To receive a corporate briefing from Assistant Chief Fire Officer Brian Massie and the OPFCC Chief Executive Gill Shearer	10 minutes
6.	<b>HOME FIRE SAFETY VISITS</b> How this is being implemented and monitored through the organisation (NFCC)  (ii) Panel to provide feedback from their dip sample session.	20 minutes

7.	<p><b>DBS CHECKS</b></p> <p>(i) To receive a report on the position and steps taken to ensure all employees have a DBS check. Action taken on those who have not complied.</p> <p>(ii) The Panel to provide feedback from their DBS Check dip sample session.</p>	15 minutes
8	<p><b>COMPLAINTS AND QSI's</b></p> <p>To receive a report on complaints and quality of service issues received by the OPFCC relating to Fire - <i>OPFCC Governance Manager</i></p>	10 minutes

<b>Items Deferred to November Meeting</b>		
9	<p><b>INFORMATION MANAGEMENT</b></p> <p>To receive a copy of the data review report and to note a report by Cumbria Fire and Rescue Service on their compliance with Data Protection Legislation (copy enclosed)</p>	

## Agenda Item No 04a

### ETHICS AND INTEGRITY PANEL

Notes of a meeting of the Ethics and Integrity Panel held on  
Wednesday 8 May 2024, Conference Room 2, Police HQ at 1.30 pm

#### **PRESENT**

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

#### **Also present:**

T/Assistant Chief Fire Officer Ian Seel  
Head of Safety and Assurance – Mark Clement  
Resourcing, Talent and Wellbeing Lead – Orlanda Wright

OPFCC Governance Manager - Joanne Head

The Chair welcomed everyone to the meeting, particularly new members.

#### **20. APOLOGIES FOR ABSENCE**

Apologies from OFCC Chief Executive Gill Shearer were received.

#### **21. DISCLOSURE OF PERSONAL INTERESTS**

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

#### **22. URGENT BUSINESS**

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

#### **23. NOTES OF THE PREVIOUS MEETING**

The notes of the meeting held on Thursday 8 February 2024 previously circulated with the agenda were agreed.

**AGREED;** that the notes of the meeting held on 8 February 2024 were agreed.

## 24. CORPORATE UPDATE

The OPFCC Governance Manager provided an update to the Panel. On 2 May 2024 elections had been held to appoint a new Police Fire and Crime Commissioner. Mr David Allen had been duly elected and would officially take up office on Thursday 9 May 2024. The focus of the OPFCC would be the forthcoming 100 days and the development of a new Police, Fire and Crime Plan.

T/Assistant Seel briefed the panel on work being carried out by Cumbria Fire and Rescue Service. The Community Risk Management plan had been circulated for consultation, had now been agreed and was published. The plan outlines the comprehensive range of objectives that will be used to control and mitigate risk across Cumbria against the key areas of People, Prevention, Protection and Response.

Senior leaders had carried out 75 staff engagement sessions across the county. A number of issues had been highlighted which would be looked at. Recruitment processes for a Deputy Chief Fire Officer, Area Manager, Crew Manager and Watch Manager posts were currently being advertised.

Work was being carried out following the HMICFRS Values and Culture report to ensure that the fire sector understood the issues identified and put process in place to remedy or rectify them. Key people in the organisation had been identified to drive this work forward. The Panel Chair advised that the Panel would want to support CFRS to improve services internally and externally.

**AGREED;** that, the updates be noted.

## 25. CIVIL CLAIMS

The Head of Safety and Assurance, Mark Clement guided members through the CFRS civil claims report which had been circulated with the agenda. Since 2010 there had been 23 claims against the service at an average of 2 per year. Just over 50% (12) of the claims had been successful at a total of £270k. There were currently 3 open cases which were being dealt with.

Each case was reviewed to assess whether any individual, organisational or operational learning could be identified. Should something be identified in Cumbria which would benefit other services across the country this would be fed into the national system to be propagated throughout all services. This system enabled Cumbria to have access to other services data and trends.

The Health and Safety Committee met on a quarterly basis and was attended by managers within the service. This was an arena where trends or emerging issues can be identified and actions implemented to address them.

A member asked how the claims against CFRS compared to other services across the country. The Head of Safety and Assurance did not have that information to hand but agreed that this would be included within future reports.

A member asked what level of excess CFRS would be required to pay for proven civil claims. They were advised that previously CFRS had been included within Cumbria County Council. The insurance information would now be held with the Commissioner's insurers. This information to be provided in future reports to understand the cost to the public.

Some of the claims were made by staff coming to work. T/ACFO Seel advised that two-thirds of the workforce were on-call therefore as soon as they are travelling to work they are employed and therefore it's classed as an accident at work. Often these employees were keen to get to work quickly to deal with the emergency call. Work was continually carried out to advise that they should get to work safely and they should get to the station safely.

In response to a question regarding parked vehicles blocking access, ACFO Seel advised that the staff attending an emergency call would assess the risk and make a decision on whether to continue through, knowing they would cause damage to vehicles, or try to find an alternative route. Some stations across the county had smaller vehicles which could get through. Often individuals who had parked illegally did not make a claim against damage.

The Chair felt that the report provided a helpful baseline but more detailed information would be required for future reports to enable scrutiny on behalf of the Commissioner. This would include more detail on current cases, any lines of defence, settled claims, investment. Thematical themes such as women in the workforce and national learning, employment tribunals and misogyny in the workplace would assist in the ability to identify any issues, themes or trends.

- AGREED:** that,
- (i) the report be noted;
  - (ii) comparison information for other fire services be included within future reports;
  - (iii) The level of excess to be paid by CFRS for insured civil claims to be provided within reports; and
  - (iv) Future reports to contain more detailed information to enable scrutiny by the Panel.

## 26. EMPLOYEE ABSENCES

The Resourcing, Talent and Wellbeing Lead, Orlanda Wright advised that the Head of Resource and Talent was on leave and she would be presenting the Employee Absences report to the Panel.

CFRS receive daily absence reports which are then submitted to Senior Managers and HR to monitor. BCU meetings are held monthly where absence cases are discussed and advice provided by HR on an individual basis.

A member raised concern regarding the scanning and storing of documentation or data with fire stations. Ollie Wright advised that the service was currently working on how this could be sent digitally and safely stored. Outlying fire stations have been previously under-resourced. As part of a rolling programme, each member of staff was to get a tablet, with scanners being made available within the stations. This would enable staff to digitally store documents and information with systems being developed for the storage of paper documents.

With a move towards one sickness procedure this would be beneficial for both employees and the HR function. They were currently consulting with staff but aware that they needed to support line managers and unions to have a consistent policy and approach. The new Firewatch System would ensure that there was one clear consistent policy and approach giving clear direction for 'Grey Book' staff, enabling CFRS to obtain data and trends information.

The Mental Health App was close to be made available to the App developer and would take approximately a month to develop. This would be published in the App store to enable anyone to download, especially family members to access some of the services resources. On-call fire fighters would also have access. The Mental Health Working Group would be able to test within the next couple of months before it was rolled out to make sure that managers were confident that staff could link into the systems and identify whether Occupational Health had seen an uptake in referrals. Mental Health first aiders information would be shared on the App with links to policing and procedures. In time CFRS would be able to add in testimonials from staff who had used the different services. Members felt that this would promote the positive and value of the service to communities and individuals.

In response to a members question, T/ACFO Seel advised that most fire services followed the 'Cleveland Calculation' which allows them to compare performance and enables calculation of shifts that have been lost as a result of absence. As CFRS used two different systems for staff and retained staff made it difficult to compare absence against others. It was the intention to Design this out of the process but would take time.

The members asked that for future reports some further information was included, such as:

- The top 5 causes of absence and how the service was supporting or mitigating them
- Average absence figures including any targets which are set by the service.
- Age and gender – these may also assist in mapping attrition for the service.
- Details of support provision, changes to policy or procedures

A member asked what process was in place for the on-call staff to carry out their admin duties, was this in their own time or as part of their paid role. ACFO Seel advised that any administration work could be claimed by the hour. On-call staff were also paid 2 hours for training sessions which amounted to 30 hours during the year. Often people thought that on-call meant the role was voluntary and therefore not paid. To assist with recruitment it would be helpful to identify that the role was paid.

#### Employee Absence Dip Sample Feedback

Prior to the meeting some of the panel members had carried out a dip sample session of short term and long term sickness absence for the previous twelve months. It had been noted that CFRS had adopted the County Council policies when they had transitioned in April 2023. Work had been carried out and a new policy and procedure developed which was now person centred. A member asked whether or not this was working for the service and was advised that it was, providing more flexibility when dealing with individuals particularly those who were suffering from mental health issues. With different policies for different staff, advice was always sought from HR to ensure that correct processes were being followed and implemented.

Members had noted that during the long-term absences where managers and staff had meetings often there was no accurate record of the discussions and agreed actions. Suggestion was made that the member of staff should sign their agreement with the line manager counter-signing the document. To assist managers to manage the sickness process it may be of benefit to have a timeline identifying the stages and options for the absence contained within the documentation.

Overall the members felt that sickness had been handled well and with more complex and multi-faceted cases all stage were rigorously followed providing support to the individuals.

**AGREED;**       that, the  
                  (i)       report be noted; and  
                  (ii)       future reports contain further detail as identified

## **27. ON-CALL RECRUITMENT**

The Resourcing, Talent and Wellbeing Lead, Orlanda Wright briefed the members on the new on-call recruitment process which had been launched in January 2024. The report contained details of how the process had been changed prior to being launched which had provided many positive responses. Feedback from Panel members in 2023 had helped to inform some of these changes.

The service was now at the mid-way point in the latest recruitment process where successful candidates were going through employment checks with medicals and training still to be completed.



A decision had been made to keep the recruitment advert open all year round. This was to allow candidates to submit an application when they wanted to and helps to build a relationship with candidates. Cut-off dates for future courses would be published with continue the relationship with candidates to maintain their interest, know who the recruitment team are and feel like they can speak to them. This also helped the HR team to shape the culture around on-call for future processes, particularly to promote a diverse workforce. A defined colour branding for the on-call service to enable staff to feel valued and this was also used in social media posts.

Mental agility tests had been moved from handwritten to an online test facilitated by Microsoft forms. Once the timed session was completed the results could be provided quickly to the service and candidates, thereby speeding up each stage of the process. Eyesight Standards Forms had been published on the dedicated webpage, however this had caused some confusion and many candidates did not complete until later stages of the process.

A number of virtual engagement sessions had been set up which had been incredibly successful. This included recently appointed on-call candidates to speak about their experience, the service, the fitness team will discuss the training they will experience and some full-time staff joined and spoke about their experience as some started as on-call staff. These virtual sessions could be uploaded onto social media to enable potential candidates to see others experiences. It was hoped that it would also help candidates with any neurodiversity requirements understand what adjustments they may require should they apply.

A member asked with the increased use of social media in the workplace to promote the work being carried out locally, what support or training did the service provide to staff on what they or should not put on social media channels. ACFO Seel advised that a lot of services across the country were contemplating coming off social media. In Cumbria they used it to promote educational information and tried to use it in a positive way, although it was noted that often vulnerable people were not on social media. WhatsApp groups were used to communicate with on-call staff, however the potential to blur lines between what is work and what is social needed to be carefully managed. CFRS were in the process of updating their social media policy which included consultation with unions and staff. Following implementation there would be learning in-person and virtual sessions for all staff.

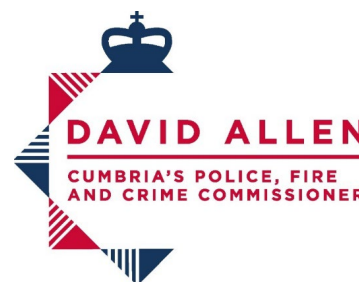
**AGREED;** that, the

- (i) report be noted;
- (ii) more statistical data to be included in future reports
- (iii) a six-monthly update on the recruitment process be provided to the November 2024 meeting.

**Meeting ended at 2:45 pm**

**Signed:** \_\_\_\_\_  
Panel Chair

**Date:** \_\_\_\_\_



# Community Scrutiny Panel

## Title: Home Fire Safety Visits (HFSV)

**Date: 5<sup>th</sup> September 2024**

**Agenda Item No: 06a**

**Originating Officer: Lauren Woodward – Area Manager Prevention and Protection**

**CC: Paul Milburn – Group Manager Prevention and Protection**

### **Executive Summary: (max 100 words)**

Prevention is the cornerstone of how Fire and Rescue Services (FRS) prevent fires, fire fatalities and serious injuries in the home.

Section 6 of the Fire and Rescue Service Act 2004, places a duty on Fire and Rescue Services to promote fire safety, which includes offering advice and information to the public to help prevent fires and enhance safety.

Home fire safety visits aim to offer bespoke domestic fire safety advice based on the household occupants' characteristics, vulnerabilities and lifestyle, which might help to mitigate the risk of fire.

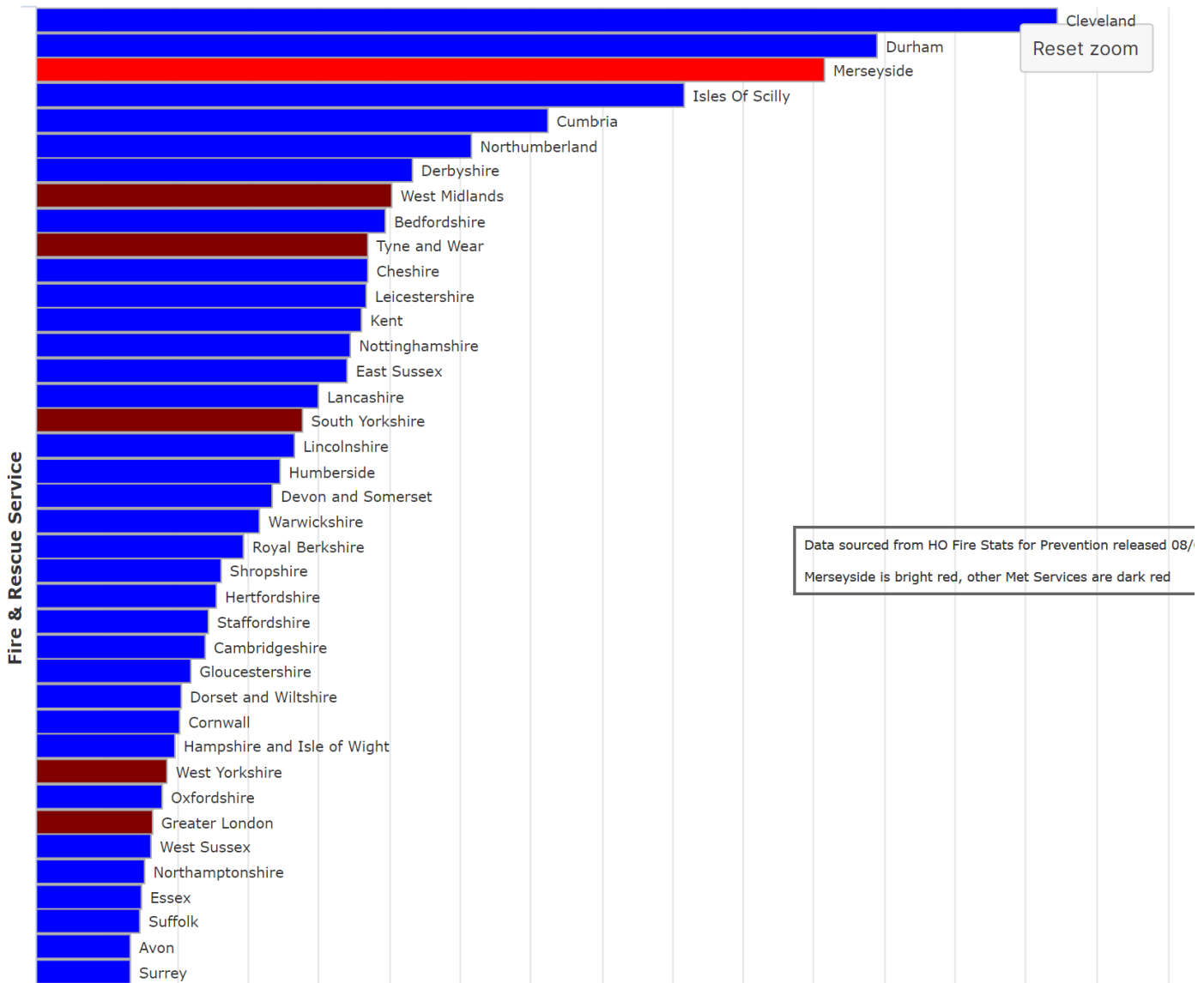
### **1. Introduction & Background**

Last year (2023/2024) CFRS recorded 4 Fire fatalities (Those resulting in a fatality that would not have otherwise occurred had there not been a fire.) and 176 accidental dwelling fires. This is a 20% and 13% reduction respectively, on the previous year.

CFRS completed 8324 Home Fire Safety Visits (HFSV) during the year 2023/2024.

The diagram below shows how CFRS performance compares to other FRS, with CFRS being the 5<sup>th</sup> highest performing FRS in relation to HFSV completed per 1000 population.

### Ratio of Home Fire Safety Checks per 1,000 Population



Research shows that health and care issues, when coupled with fires in the home, result in worse outcomes, including a much higher likelihood of fatalities.

The NFCC produced a Person Centred Framework (PCF) for FRS to align their HFSV offer to. This ensures that the HFSV is focused on the person, their vulnerabilities, circumstances etc. CFRS have adopted the PCF and our processes have been reviewed against it.

## 2. Current Statistics

### 2024/2025

Fire Fatalities 1

Accidental Primary Dwelling Fires 77

HFSV

- Target 8000
- Performance as of 31/07/2024 – 2850
- Left to complete – 5150
- Average per month required – 643
- Average per month 2024 - 712

## 3. Process

Referrals for HFSV are received from a number of partner agencies, including, Police, Adult Social Care, NWS, Oxygen providers. We also receive referrals from the public for themselves, friends or family. We have adopted the NFCC Online Home Fire Safety Check (OHFSC) tool, SafeLincs as a referral pathway. This free and simple pathway takes the referrer or resident through the relevant information of a home fire safety check to risk assess them. This information is shared with the local FRS. If CFRS receive a referral through SafeLincs that indicates risk and vulnerability a follow up visit will be arranged.

As part of our continual improvement program we have recently reviewed our referral pathway and implemented a standardised for partners to refer in to us. This has reduced the demand placed on our community safety coordinator, allowing increased capacity to evaluate performance.

Receive referrals are triaged based on a risk matrix and graded Very High through to Low. Very high and high risk are prioritised for the soonest visit. Visits are conducted by our Community Safety Advisors (CSA) and our operational crews.

Where a station area (wholetime) doesn't have enough referral to meet their monthly target (80 per month) they utilise local knowledge, previous incident data, Indices of Multiple Deprivation (IMD) and Exeter data to visit properties in their local area.

HFSV are currently recorded on a system called CFRMIS, the current operating version CFRS is using is dated and requires improving. We have signed a contract with Civica to procure and implement the new CFRMIS system, we have been able to do this by signing a MOU with Merseyside Fire and Rescue System who invested heavily in developing this and the use of the quick screens (a user friendly inter face).

Completed HFSV are scored and where vulnerabilities of the household are identified referrals through to partners are made.

We have introduced a intervention process which not only ensures that those who are deemed the highest risk are prioritised for their visit, it also tracks our attempts to visit where the occupant isn't home or doesn't answer. Over a 28 day period we will make a number of attempts to visit and contact the resident, if after the 28 days we still can not make contact we write to the resident and recontact the referring partner.

## 4. Future progress

### Evaluation

We have conducted some internal evaluation that has identified some organisational areas of improvement, one being training, these are being action and implemented by the prevention team. We will utilise the findings of the E&I panel to shape this further.

### Training

NFCC will be releasing 9 training modules at the end of August that will support FRS in training their staff in undertaking a HFSV, we will utilise these training packages supported by CFRS specific theme to deliver training to all members of staff who undertake HFSV.

### Technology

As mentioned earlier, we have procured a updated version of CFRMIS, through collaboration with MFRS we have been able to do this with out having to make cuts in other areas to fund it. We have utilised money from government grants and the new system will also improve our Protection recording process. The new system will bring in new technology to the service which will bring about efficiencies.

### HMICFRS

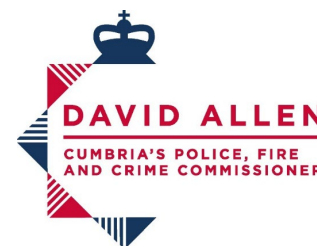
Our previous HMICFRS inspection saw 3 Areas For Improvement (AFIs) issued specifically for Prevention. These 3 AFIs have been completed and signed off. Preparation towards the next inspection is underway and we are utilising this to make improvements, review processes and identify the marginal gains that deliver a better service to the communities of Cumbria.

### Campaigns

We will adopt a 'Every contact counts' methodology in relation to undertaking home fire safety checks, this will see all our on call stations receive training and a new process to allow them to maximise their contact with their communities. This will form part of the new campaigns Service instruction which guides crews through the expected HFSV undertaking post incident. In summary:

- Every contact counts – every time we cross the threshold of a domestic property we undertake a HFSV and attempt one either side
- Local campaign – a fire but no serious injury, fire is contained to the room of origin. 2 crews will attend the area within 72 hours and spend 2 hours knocking on doors of properties in the surrounding area to the fire, ie the street.
- Centrally coordinated – a fire that involves a fatality, an incident of significant public or political interest. This will be co ordinated by the Prevention team. In the case of a fatal fire, a review meeting is held prior to the campaign being undertake. A number of recourses (appliances , CSA and other staff) will attend the area where the incident has taken place and knock on as many doors as possible offering HFSV.

The purpose of the campaign is very much around community reassurance and delivering those key fire safety messages.



# Community Scrutiny Panel

## Title: CFRS DBS Checks

**Date: 29 August 2024**

**Agenda Item No: Item 08**

**Originating Officer: Kristine Ward – Head of People and Talent**

**CC: Helen Clark and Jemma Taylor – HR Manager (job share)**

### **Executive Summary: (max 100 words)**

On 6<sup>th</sup> July 2023, the National Fire Chief's Council (NFCC) successfully passed a new piece of legislation regarding the inclusion of Fire and Rescue Authorities in the Rehabilitation of Offenders Act 1974 (Exceptions).

All who work or volunteer for a Fire and Rescue Authority will be eligible for a Standard DBS check. Depending on activities undertaken, the frequency of those activities, and a risk assessment undertaken by CFRS, there was some discretion for employees to be eligible for Enhanced levels of DBS checks (with or without Barred List checks).

This report details the approach CFRS have taken during phase two of the project to implement the new legislation.

### **1. Introduction & Background**

- Employees have now completed their DBS via an online system. ID checks have been done either via an online verification process or via a manual line manager check.
- Employees receive their completed DBS certificates to their home address once they have completed the online checking process. They are required to show this to their line manager and their line manager then completes a verification form (CFRS have decided this is no longer needed as the online system notifies us if there is an issue with their check)
- HR maintain up to date statistics on completion rates, any issues etc and flag with SLT on a regular basis
- Should a DBS check be returned with a positive disclosure the line manager is required to meet with the employee and complete a risk assessment. The risk assessment then needs final sign off at an appropriate level (Head of People & Talent and CFRS Safeguarding Lead)

- Part way through phase two CFRS introduced the need for manager's to also document a fact find discussion with any staff whom there was a positive disclosure, yet the employee had either failed to disclose during our amnesty period or had failed to have an early discussion with their line manager
- CFRS have a separate process for chase up and refusers. None of our employees have refused to undertake a DBS check there are 2 employees for whom their ID verification is outstanding who have been invited to stage 3 meetings (could result in potential dismissal on 16 September 2024)
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## 2. Current Statistics

(\*\* Please note this information is correct as at 21.8.2024)

**Total Positive Disclosures – 29 current employees (1x leaver)**

**Risk Assessments Complete and Signed - 15**

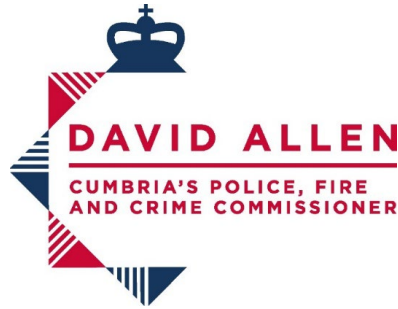
**Risk Assessments in progress – 8**

**Awaiting manager to complete risk assessment – 7**

The panel are asked to dip sample processing of all 15 completed risk assessments and provide feedback as necessary

## 3. Risk assessment

A risk assessment form was developed for managers to complete with staff should a positive disclosure feature on a DBS check. The risk assessment was adapted from a toolkit developed by the National Fire Chiefs Council and feedback provided by an earlier meeting of the Ethics and Integrity Panel.



# Community Scrutiny Panel

## Title: Quality of Service Issues and Complaints (Fire)

**Date:** 16 August 2024

**Agenda Item No:** 09

**Originating Officer:** Lisa Hodgson, Governance Officer

**CC:**

### Executive Summary:

The Police, Fire and Crime Commissioner (Commissioner) has a responsibility in relation to conduct and complaints. The introduction of the Policing and Crime Act 2017 enabled the Commissioner to take responsibility for fire service provision and as the employer responsibility to ensure that complaints are dealt with appropriately. The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Fire Officer only. The Chief Fire Officer is the appropriate authority for any complaints regarding fire employees.

Members of the public will contact the OPFCC regarding a broad range of issues, some of which relate to Cumbria Fire and Rescue Service. These are dealt with as Quality of Service Issues (QSI's).

### Recommendation:

That, the Panel notes the current position in relation to complaints received by the Office of the Police, Fire & Crime Commissioner.

## 1. Introduction & Background

- 1.1 The Office of the Police, Fire & Crime Commissioner (OPFCC) receives telephone calls and emails from members of the public which do not constitute a complaint but are regarding quality of service issues. A system has been developed with Cumbria Fire and Rescue Service to pass on the issues to the Deputy Chief Fire Officer. The issues are then raised at a local level with the OPFCC being kept updated as to progress and advised of either a final solution which has been agreed or a final response which the Commissioner will then send to the author.



- 1.2 Where a complaint is received relating to an employee of Cumbria Fire and Rescue Service, these are forwarded to the Fire Service to deal with.

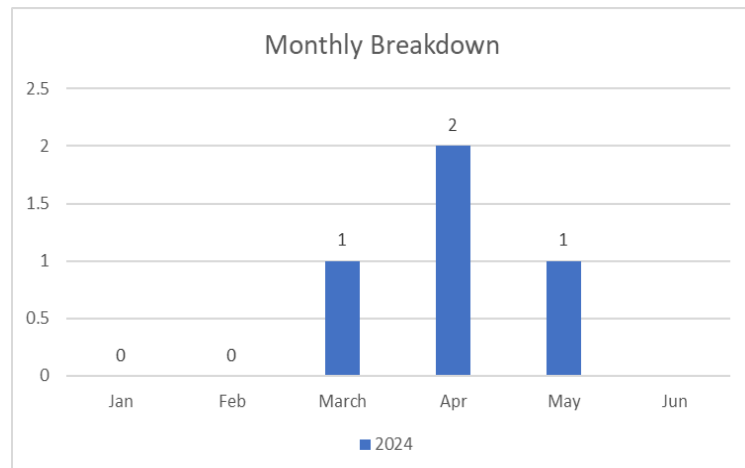
## 2. Issues for Consideration

### QSI's received by the OPFCC

- 2.1 The below chart details the number of QSI's which have been received by the OPFCC from 1 January 2024 up to 30 June 2024.

- 2.2 When contact is received regarding Cumbria Fire and Rescue Service (CFRS), the Governance Officer liaises with the Deputy Chief Fire Officer to discuss the correspondence received and determine the most appropriate action. Following further information received from CFRS the Commissioner will write to each individual. As can be seen currently there has been a small amount of contact received, broken down as follows:

1. Fire resources – 2 QSIs were received
  - a. Request for flashing house smoke alarm for deaf family
  - b. Correspondence regarding fire equipment in the community
2. Complaint – 2 QSIs were received
  - a. Complaint regarding Deputy Chief Fire Officer
  - b. Complaint regarding Cumbria Fire & Rescue Services response to a consultation



### 2.3 Chief Fire Officer Complaints

The Commissioner is the appropriate authority for complaints and conduct matters relating to the Chief Fire Officer. Members of the public may write to complain about the Chief Fire Officer when in fact they are unhappy about the way in which fire services are provided or regarding a policy or procedure rather than his personal conduct. Between 1 January and 30 June 2024 the OPFCC did not receive any complaints regarding the Chief Fire Officer.

## 3. Implications

- 3.1 Financial - with the added statutory responsibility for undertaking complaint reviews there is an additional cost for the independent review officer. This is seen as value

for money as they are only paid for the work that they carry out, there are no ancillary costs as there would be if they were an employed member of staff.

- 3.2 Legal – none identified.
- 3.3 Risk - None identified, beyond that to Cumbria Fire and Rescue Service or the OPFCC's reputation if it does not deal with the issues raised appropriately and proportionately according to the merits of the individual case.
- 3.4 HR / Equality - none specifically identified.