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Our reference: PZ

Date 30 November 2023

**CUMBRIA POLICE, FIRE & CRIME COMMISSIONER'S PUBLIC ACCOUNTABILITY
CONFERENCE**

The Police, Fire and Crime Commissioner's Public Accountability Conference will take place on **Thursday 7th December 2023, at 13:00 in Conference Room 3, Carleton Hall, Penrith**

The purpose of the Conference is to enable the Police, Fire and Crime Commissioner to hold the Chief Fire Officer to account for operational performance.

If you would like to join the meeting as a member of the public or press, please contact Paula Zutic on paula.zutic@cumbria.police.uk you will then be provided with details of how to join the meeting. Following the meeting papers will be uploaded on to the Commissioner's website.

G Shearer
Chief Executive

Attendees:

Police, Fire & Crime Commissioner	- Mr Peter McCall (Chair)
OPCC Chief Executive	- Ms Gill Shearer
OPCC Chief Finance Officer	- Mr Steven Tickner
Chief Fire Officer	- Mr Rick Ogden

AGENDA

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

1. APOLOGIES FOR ABSENCE

2. URGENT BUSINESS AND EXCLUSION OF 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.

3. QUESTIONS FROM THE PUBLIC

An opportunity (not exceeding 20 minutes) to deal with any questions which have been provided in writing within at least three clear working days before the meeting date to the Chief Executive.

4. DISCLOSURE OF PERSONAL INTERESTS

Attendees 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 should not participate in a discussion of the matter and must withdraw from the room unless a dispensation has previously been obtained.

5. MINUTES OF MEETING

To receive and approve the minutes of the CFRS Public Accountability Conference held on the 11th October 2023 (copy to follow)

6. FIRE & RESCUE SERVICE PERFORMANCE

To receive an update from the Fire & Rescue Service in relation to performance (copy to follow)

7. HEALTH & SAFETY

To receive and note a Fire & Rescue Service presentation in relation to 'Health & Safety' (copy to follow)



**CUMBRIA POLICE, FIRE & CRIME COMMISSIONER
PUBLIC ACCOUNTABILITY CONFERENCE**

Minutes of the Public Accountability Conference held on
Wednesday 11th October 2023
In The Community Room, FRS HQ, Penrith at 12:30

PRESENT

Police, Fire & Crime Commissioner - Peter McCall (Chair);

Also present:

Deputy Police, Fire & Crime Commissioner (Mike Johnson);

OPCC Chief Executive (Vivian Stafford);

OPFCC Deputy Chief Executive (Gill Shearer);

Chief Finance Officer (Steven Tickner);

.Chief Fire Officer (Rick Ogden);

Head of Performance & Assurance (Mark Clement);

Bluelight Collaboration Manager (Steph Stables);

OPCC Executive Support Officer (Paula Zutic) - taking minutes

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

001. APOLOGIES FOR ABSENCE

Apologies for absence were received from the Deputy Chief Fire Officer (Brian Steadman);
and the Assistant Chief Fire Officer (Brian Massie).

002. QUESTIONS FROM MEMBERS OF THE PUBLIC

No questions had been received in advance of the meeting from any members of the public

003. URGENT BUSINESS AND EXCLUSION OF THE PRESS AND PUBLIC

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

004. DISCLOSURE OF PERSONAL INTERESTS

There were no disclosures of any personal interest relating to any item on the Agenda.



005. MINUTES

The Chair presented the minutes of the CFRS Public Accountability Conference held on the 3rd July 2023 which had previously been circulated with the agenda. The minutes were agreed as an accurate record and signed by the Chair.

RESOLVED, that, the

- (i) Minutes of the CFRS Public Accountability Conference held on the 3rd July 2023 be confirmed as a correct record and signed by the Chair;

006. FIRE & RESCUE SERVICE - RESPONSE

The presentation was given by the Chief Fire Officer.

Cumbria Fire Service was formed in 1974 and took in Cumberland Fire Service, Westmorland Fire Service, Carlisle and Barrow Fire Services and parts of Lancashire and Yorkshire. In April 2023 responsibility for governance passed to Police, Fire & Crime Commissioner (PFCC)

The map shown on slide 3 now mirrors the Police BCU model with a Group Manager in charge of each area, and consists of:-

Wholetime

- 8 Wholetime Stations
 - (6 – 2/2/4 duty system)
 - (2 – day duty system)
- 222 Wholetime firefighters
- 42 hour week
- Routine training defined by Station Framework

On-call

- 30 On-call Stations
- 375 On-call firefighters
- 2 hours a week training
- Heavily dependent on engagement with primary employers

The current fleet has over 150 Vehicles with 45 Appliances on the run (on the run means ready to go / off run means rested).

Officer Fleet and Specialist vehicles (Unimog)



The new fleet will include:-

- 6 brand new appliances
- 2 Turn Table Ladders
- 8 Utility vehicles including 4x4 & Pickups

There has been a big investment in XVR virtual reality training, as well as in Edraulic cutting gear as well as boats and sleds.

Dispatch is centralised and based at the regional control centre (Northwest Fire Control) based in Warrington.

Response target:

- Target – less than 90 seconds, call to mobilisation
- Most recent performance 85 seconds
- Achieved target 29 of last 36 months

On average there are 700 calls a month in Cumbria and on average 12,400 calls a month across the North West region. 83.6% of calls were answered within 10 seconds with the average duration 1 minute 51 s.

RTC's (Road Traffic Collisions) had spiked in the summer, this correlates with an influx of tourists into Cumbria during the summer months. Work is on-going with the Constabulary to obtain joined up data.

Demand and assisting other agencies was discussed. A recent FOI around obesity showed that Cumbria was the second highest in the country in this area. This is being looked at in more detail, and now CFRS only attend bariatric call outs if there is also another agency in attendance (a lot of call outs were from private ambulance companies etc).

All three Bluelight agencies in Cumbria have a good working relationship, whilst maintaining operational independence.

Training and availability was discussed. CFRS anticipate that there will be 40 new people trained and ready to go by Christmas. Note that availability refers to fire engine availability, not individuals.

Training is continuous and on-going. A people focussed approach ensures that CFRS remains safe; legal; compliant; and effective. Training takes place 7 days a week and covers 2 x shift systems (7am – 7pm or 10am – 10pm).

Operational planning underpins day to day activities and includes mobilising plans and risk data (e.g. risks associated with electric vehicle fires and lithium batteries).

The Civic Centre in Carlisle is used to practice high rise fires and mass evacuation. There are three high rise buildings within Cumbria (1 in Carlisle and 2 in Kendal).



Key Priorities (12 – 24 Months)

- HMICFRS Inspection 2024
- Community Risk Management Plan
- Home Office Capital Grant Funding; Estate, IT, Fleet
- Year 1 as a stand-alone Service
- Estate
- IT Systems / Tablets / Firewatch
- Fleet
- Staffing new establishment
- Continue to build on Firefighter safety
- Training and Equipment
- Invest in leadership across the Service

Following a discussion, the report was noted.

RESOLVED, that

- (i) The report be noted;

Meeting concluded at 13:10

Signed: _____ **Date:** _____

Performance Update



HMICFRS Action Plan Update

- Plan split into three sections :- Effectiveness, Efficiency, People
- Fire Standards Board methodology used to measure progress
- 19 AFIs, 1 Complete, 18 Partial
- 87 Separate actions, 29 Complete, 35 Partial, 21 Non Compliant



HMICFRS Action Plan - Effectiveness

Criteria	Description	Priority			Impact			Compliance			Chart	Owner
		Low	Medium	High	Low	Medium	High	Fully Compliant	Partially Compliant	Non Compliant		
Effective 1	Develop a clear prevention strategy targeting people most at risk and ensure activity is proportionate to reduce that risk	0	4	2	0	5	1	0	6	0		L Woodward
Effective 2	Improve the way it evaluates and shares learning from operational performance	0	0	3	0	0	3	2	1	0		S Hook
Effective 3	Ensure it understands what it needs to do to adopt NOG including JOL and NOL and put in place plan to do so	0	5	0	0	5	0	0	5	0		S Hook
Effective 4	Ensure Fire Control has direct access to relevant risk information	2	0	0	2	0	0	2	0	0		B Steadman
Effective 5	Improve how it engages with local communities to understand risk	0	1	3	0	2	2	2	1	1		M Clement
Effective 6	Evaluate its prevention activity	1	2	1	1	3	0	1	0	3		L Woodward
Effective 7	Ensure it allocates enough resources to meet its prevention strategy	0	1	2	0	0	3	0	2	1		L Woodward



Effectivness updates

- Effective 1,6,7 Appointment of new Temp AM
Draft Prevention Strategy now with ACO
Awaiting publication of NFCC Evaluation process
- Effective 2,3 Operational Assurance Framework in place, need
evidence of it working to sign off
Working through plan to implement NOL and JOL,
Product packs currently in development
- Effective 5 CRMP process currently underway. Action will be
resolved on publication of Document



HMICFRS Action Plan Efficiency

Criteria	Description	Priority			Impact			Compliance				Owner
		Low	Medium	High	Low	Medium	High	Fully Compliant	Partially Compliant	Non Compliant	Chart	
Efficiency 1	Ensure it uses its resources across prevention, protection and response in a more joined up way to meet its IRMP	0	0	4	0	0	4	3	0	1		SLT
Efficiency 2	Assure itself that all process in place to support performance management are effective	0	1	5	0	1	5	4	2	0		M Clement
Efficiency 3	Ensure that it effectively monitors, reviews and evaluates the benefits and outcomes of collaboration activity	0	2	2	0	2	2	3	1	0		M Clement



Efficiency updates

- | | |
|--------------|--|
| Efficiency 1 | Action complete on agreement of budget for 2024/2025 |
| Efficiency 2 | Comprehensive review of Performance Management Framework underway |
| Effective 3 | New evidence capture methodology being developed to recognise all elements of blue light collaboration |



HMICFRS Action Plan People

Criteria	Description	Priority			Impact			Compliance				Owner
		Low	Medium	High	Low	Medium	High	Fully Compliant	Partially Compliant	Non Compliant	Chart	
People 1	Have effective means to monitor the working hours of its staff	0	3	0	0	3	0	1	2	0		K Ward
People 2	Ensure it has effective absence/attendance procedures in place	0	0	7	0	1	6	4	2	1		K Ward
People 3	Ensure staff are aware of the grievance procedure and those involved are properly trained	0	2	3	0	2	3	2	1	2		K Ward
People 4	Identify and overcome barriers to equal opportunity, so workforce better represents the community	0	1	2	0	1	2	1	2	0		K Ward
People 5	Ensure staff understand the value of positive action and having a diverse workforce	0	2	2	0	2	2	0	2	2		K Ward
People 6	Make improvements to the way it collects equality data to understand workforce demographics and needs	0	4	2	0	4	2	1	3	2		K Ward
People 7	The Service should make sure its values and behaviours are understood and demonstrated by all staff.	0	0	5	0	0	5	2	3	0		K Ward
People 8	The Service should develop a system to support and develop high potential individuals	0	3	6	0	0	9	0	1	8		S Hook
People 9	Ensure robust processes in place to undertake EIAs and review actions agreed as result	0	0	2	0	0	2	0	2	0		K Ward



People updates

- People 1,2,8 Introduced a new, easier process to capture and monitor working hours
Improved advice, support and monitoring of absence
New promotion process embedded and scoping out future work
- People 3,7 Consultation on new procedure on workforce complaints underway
Communication and training on procedure, values and behaviours to come
- People 4,5,9 FREDIE Training due to be piloted to cover, fairness, respect, diversity, inclusion and engagement
Development of new EIA process underway, EDI officer recruitment required

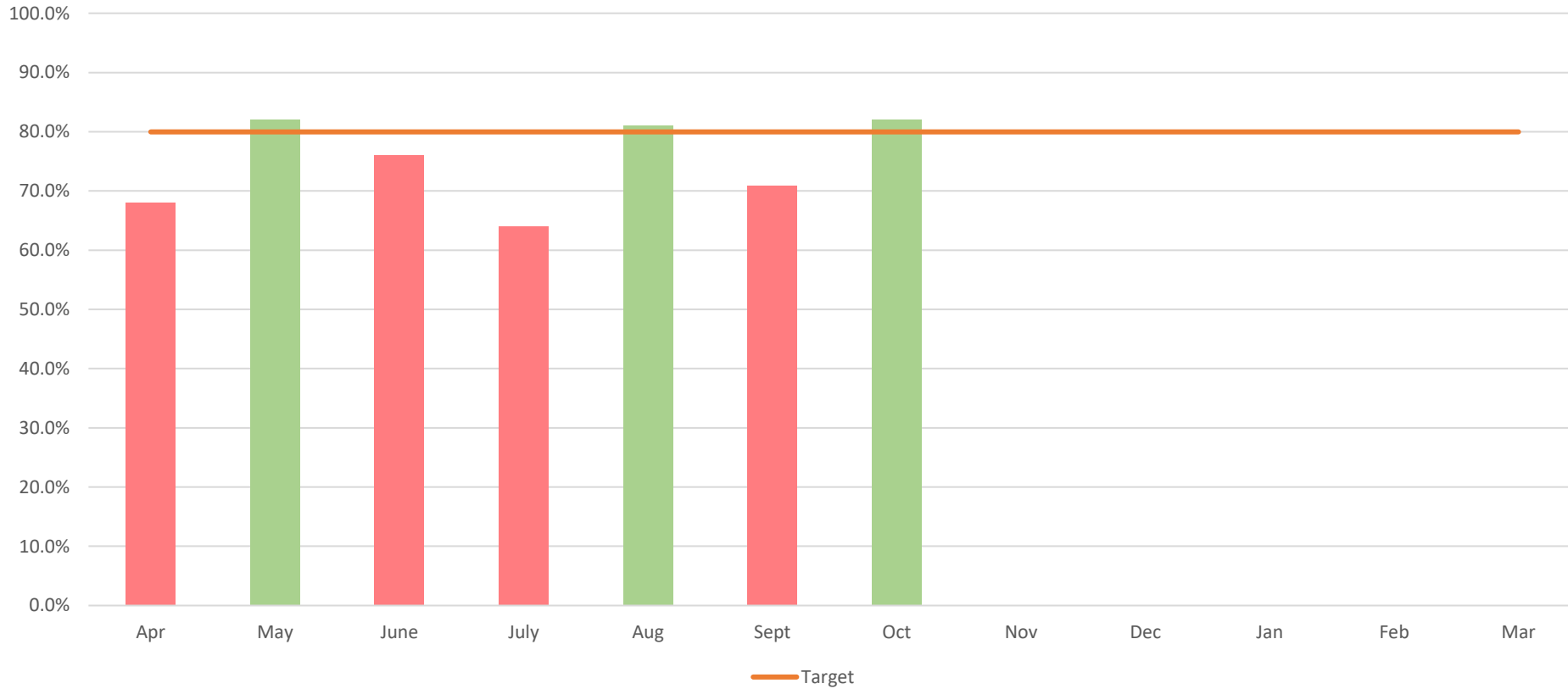


SLT Monthly Performance Information

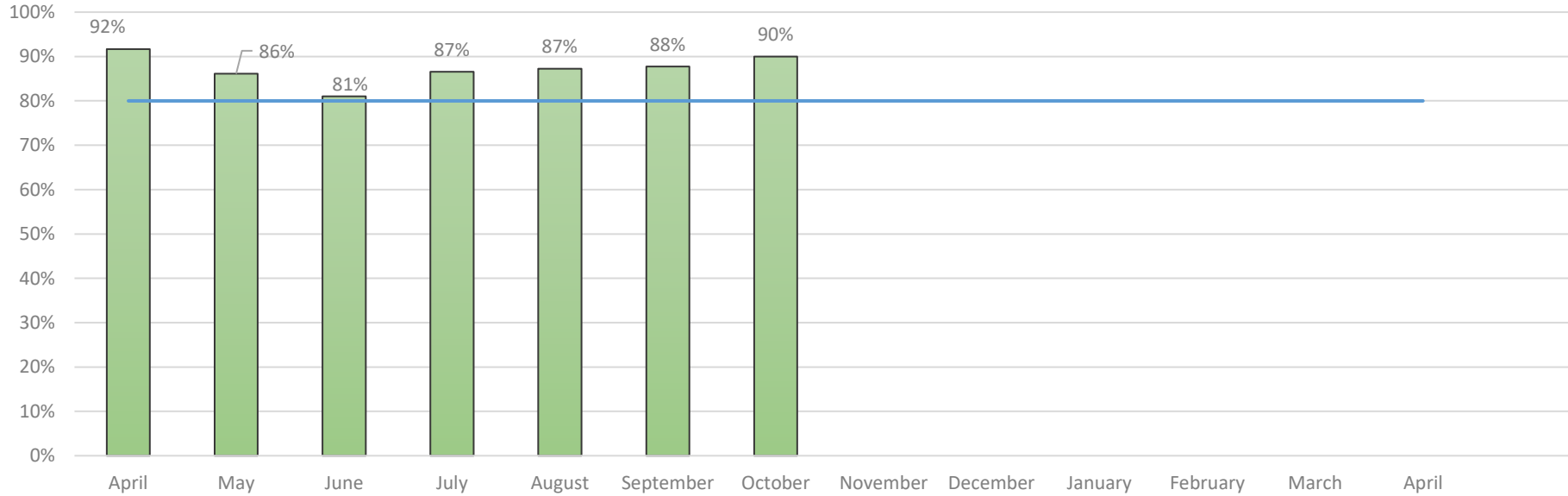
- Absence
- Safe and Well Visits
- Station availability - % time available (on-call)
- 10-minute response time - primary, property fires
- 15-minute response time - all other
- All fires
- Fire-related casualties - fatal
- Audits - High + medium + low
- Accidental primary dwelling fires
- Number of Community Engagement initiatives.
- RTC
- RTC Fatal / Casualties
- No. of RIDDOR accidents



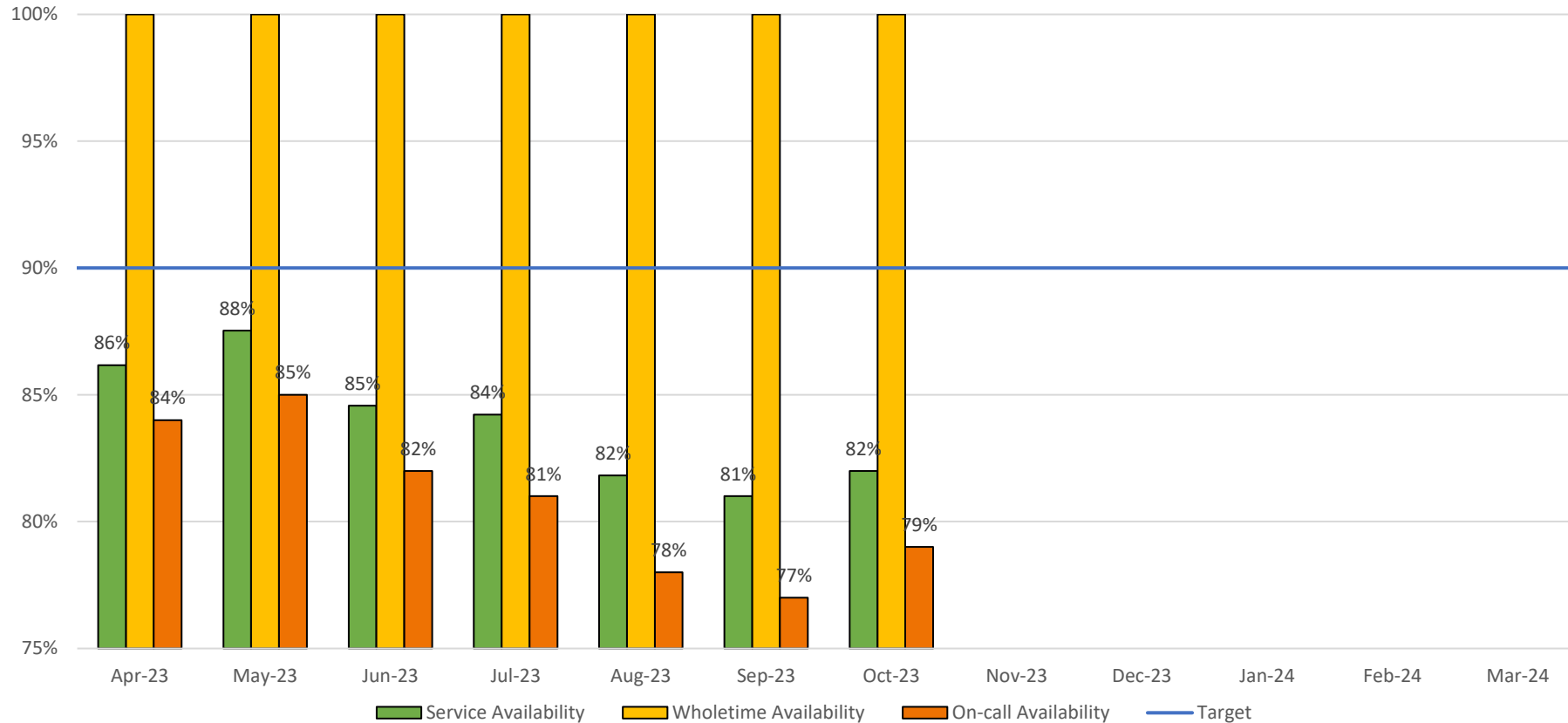
Response Standards – 10 Minutes



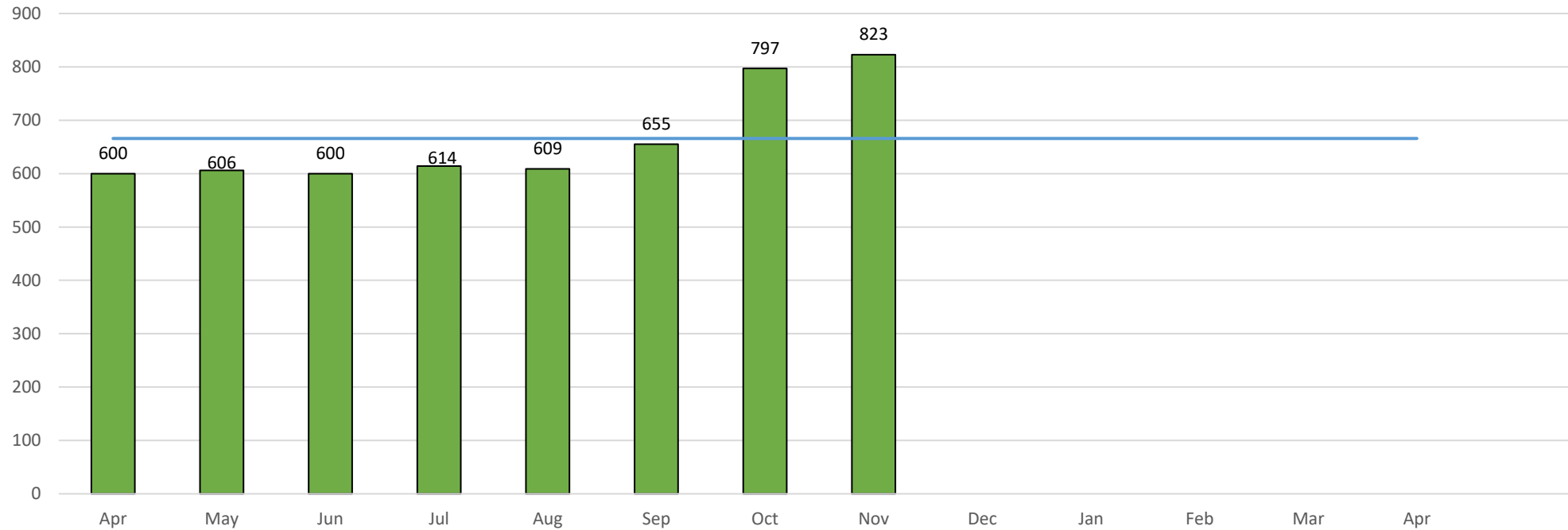
Response Standards – 15 Minutes



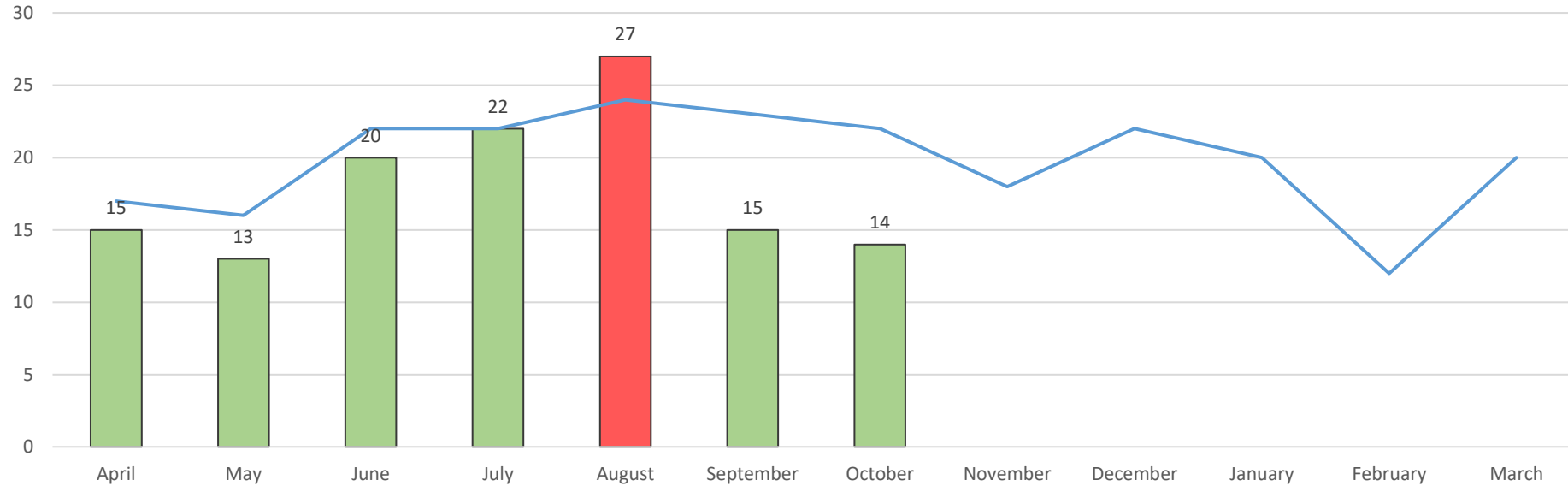
Availability



Safe and Well



Road Traffic Collisions attended



Year to date – 4 RTC fatalities



Community Engagement (Post Sept)

Service Activity	Count
Community Engagement	53
Community Event	20
Community Safety	37
CPR	59
Fire Safety	82
Other	19
Other None Safety Theme	7
Partnership Working	30
Positive Action	4
Road Safety	29
Water Safety	4
Youth Engagement	8

Total Audience over 35,000

Examples include

Engagement with diverse groups – LGBT, Refugees, Drug and Alcohol

School engagement on different topics

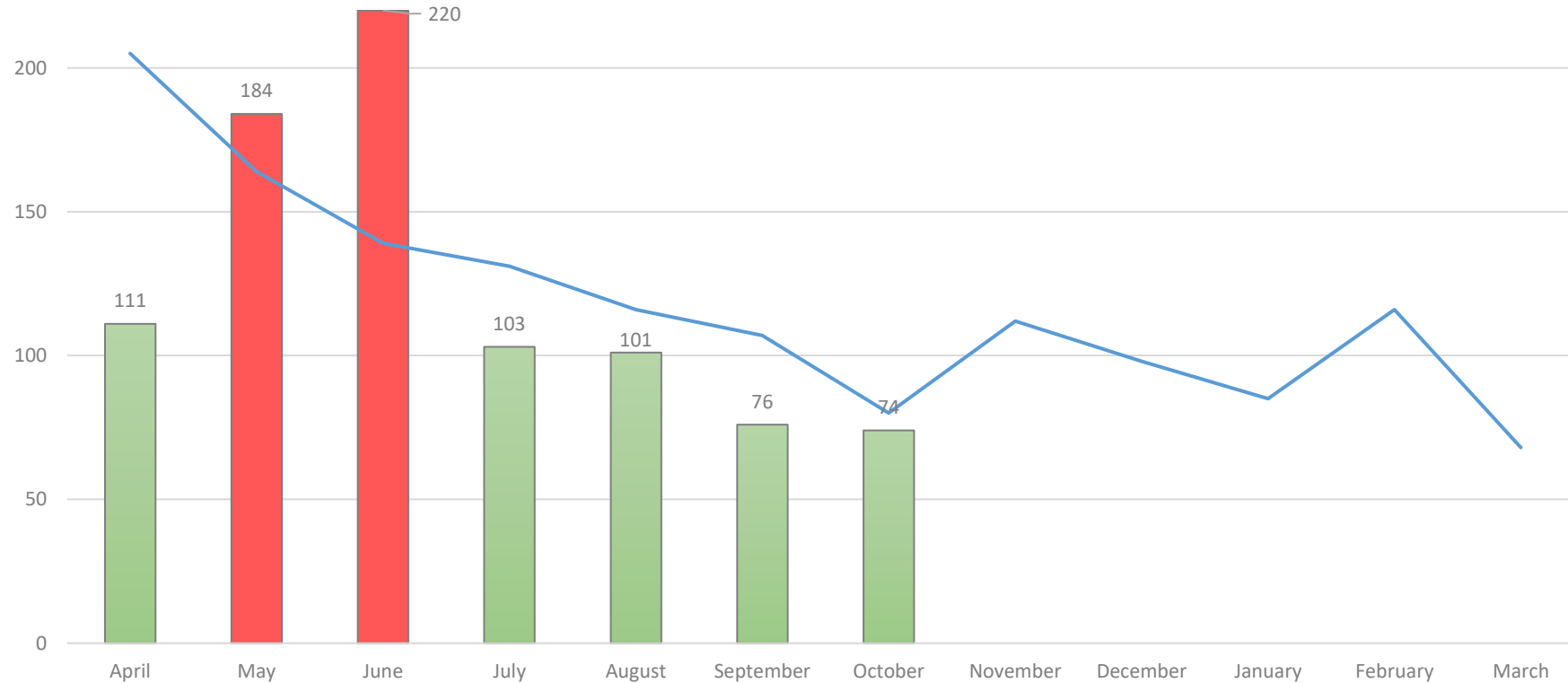
Work with fire setters

Targeted work with youths on bonfire night

Delivery of NFCC Safety Campaigns – Online and Offline



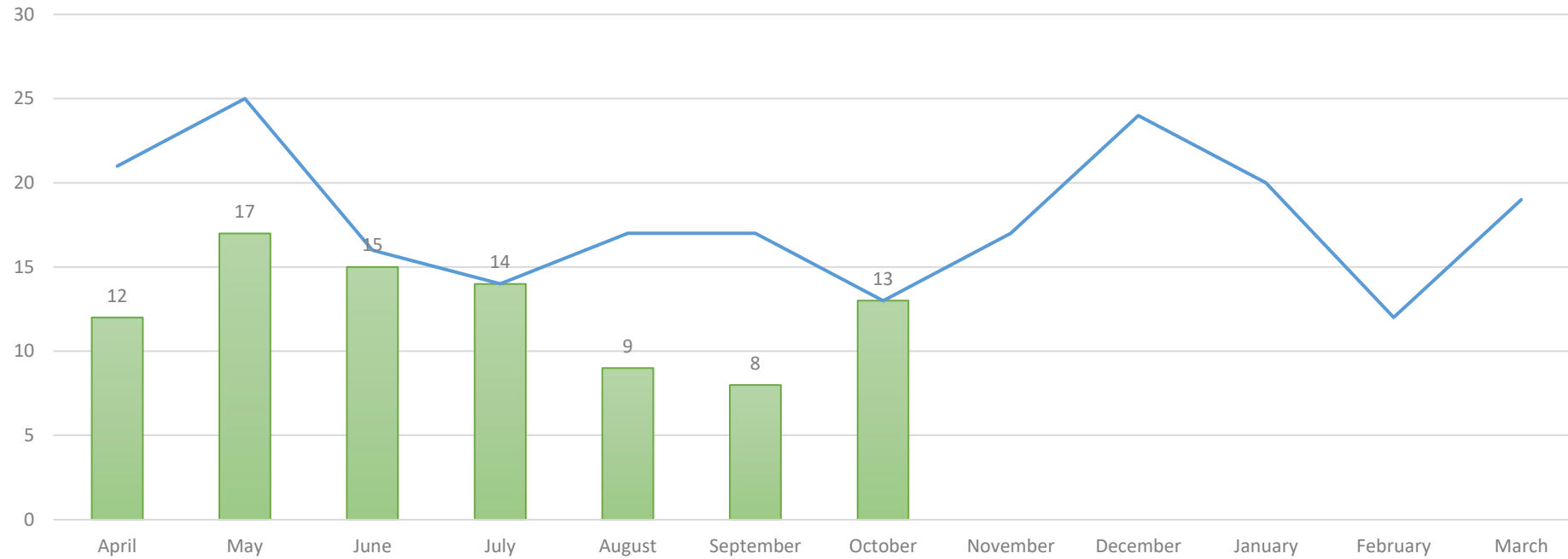
Fires



Year to date – 1 Fire fatality



Accidental Primary Dwelling Fires



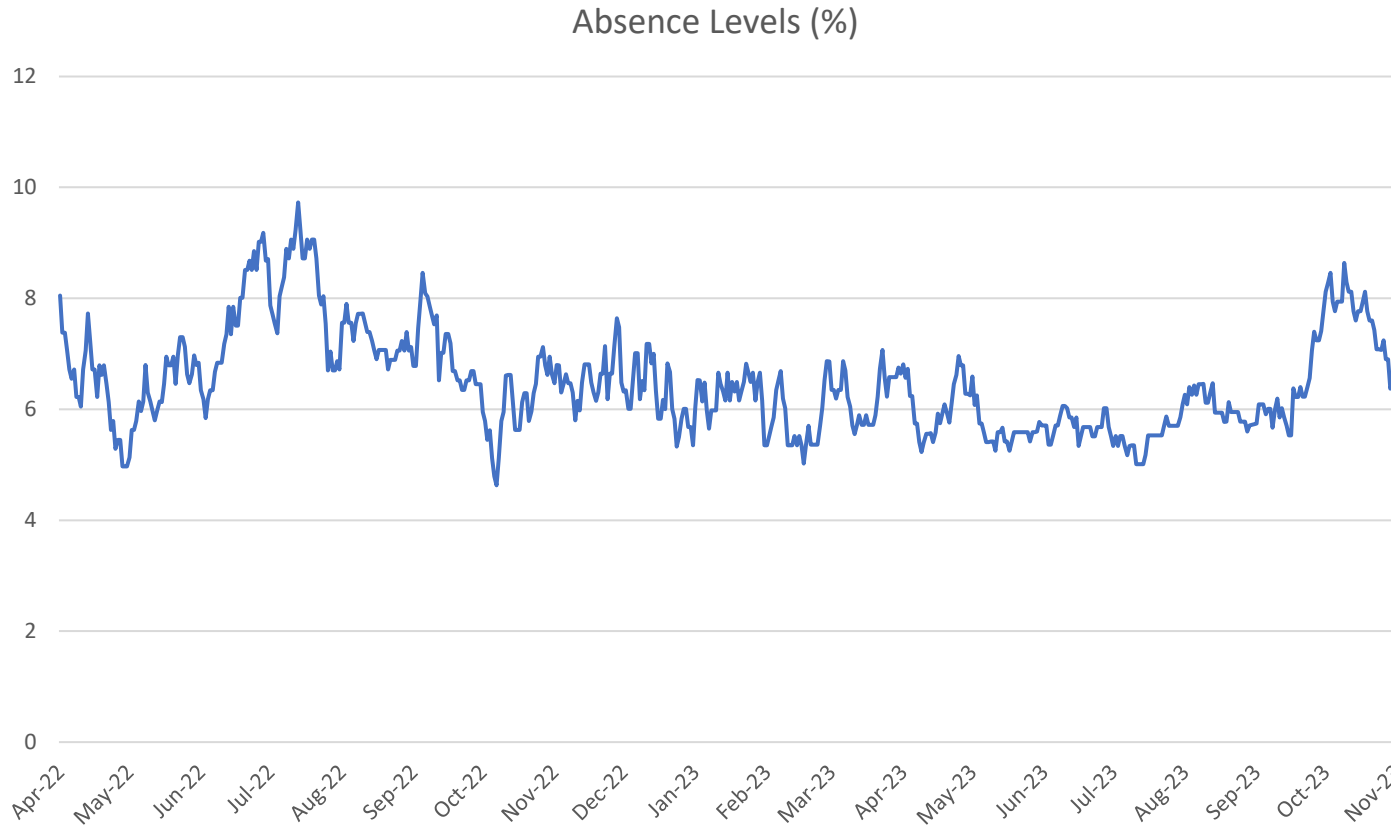
Protection (Audits)

	YTD 22/23	YTD 23/24
• High	165	129
• Medium	180	173
• Low	76	102
• OBEs	362	327

Target 66 High Risk premises per month starts first November



Absence – measured as a percentage of total workforce head count



Greenbook 8.32%

Wholetime 6.39%

On-call 7.91%

YTD 1 RIDDOR accidents





Health and Safety Update



HEALTH AND SAFETY STATEMENT OF INTENT

Cumbria Fire and Rescue Service aim to promote a positive Health and Safety culture where everybody plays their part. We are committed to continuous improvements in Health and Safety through performance management recognising that for Health and Safety management to be successful, all parties must be actively engaged.

In our roles as the Cumbria Commissioner Fire and Rescue Authority and the Chief Fire Officer, we are committed to achieving the very highest standards of Health and Safety for all our employees, visitors' contractors and other members of the public who may be affected by the activities of the Service.



Health and Safety - Culture

Chief Fire Officer (CFO) The Chief Fire Officer has overall strategic responsibility and accountability for ensuring the implementation of an effective health and safety management system within the Service. The Chief Fire Officer will ensure that the responsibilities and authorities for relevant roles within the health and safety management system are assigned and communicated at all levels

Assistant Chief Officer (ACO) The ACO champions health & safety and has responsibility for implementation of this Health & Safety Policy within the Service. This is delegated to the Head of Safety and Assurance.

Service Leadership Team (SLT) Senior managers in SLT have joint responsibility for endorsing the health and safety policy and its implementation within the Service and within their areas of responsibility. SLT will regularly monitor health and safety performance and endorse improvement measures including any areas where performance does not meet expectations.



Health and Safety - Culture

Head of Safety and Assurance(HS&A)

HS&A has responsibility for ensuring effective day to day management of the health and safety function within the Service. This includes policy development; health and safety performance measurement and effective investigation and learning from Adverse Safety Events (ASE's).

Health and safety Manager (H&SM)

The H&SM is responsible for day-to-day management of the central health and safety function of the Service. This includes the provision of specialist health and safety advice, production of health and safety performance measurement information, development and maintenance of policy, procedures and information, monitoring of ASE investigations and actions arising.

Individual Responsibility

Health and safety is everyone's responsibility and all employees and contractors, regardless of role, have a duty to ensure healthy and safe working practices are followed, not only for their personal benefit, but also for those working around them and for Service users.



Health and Safety - Culture

Line Managers and Supervisors have responsibility not only for their own health and safety but also for that of their area of responsibility, employees within their teams and others affected by our actions.

We will select, train and develop managers and supervisors in

- knowing what is expected from them in terms of health and safety and having an understanding of management of health and safety and particularly within the Service;
- trained in the specific hazards they may reasonably encounter and how the risks may be controlled
- ensuring that personnel within their control understand the risks and the measures to control them;
- monitoring that controls measures are adequate and are being used and maintained;
- giving particular attention to young and inexperienced personnel;



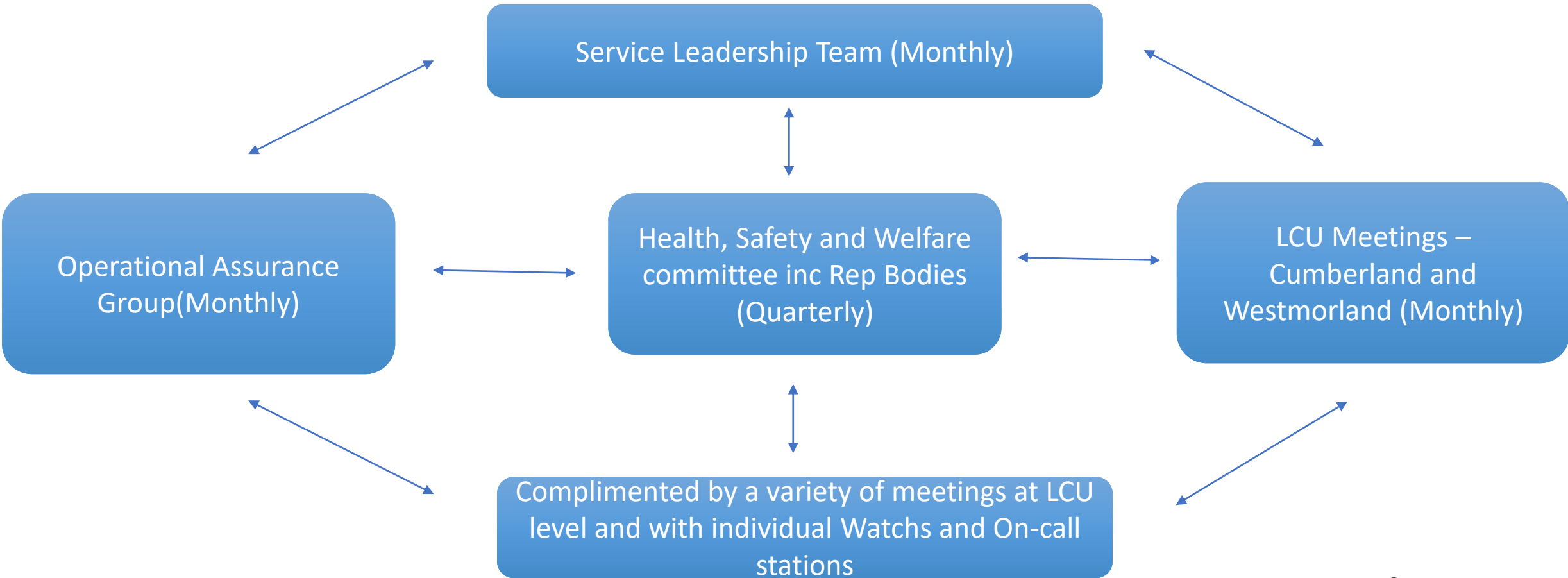
Health and Safety - Governance

Strictly governed through legislation and national guidance

- Health and Safety at Work Act, 1974
- Health & Safety Executive guidance document HSG65
- “*Striking the Balance*” measures Health and Safety v Operational Risk
- HSE “*Heroism in the Fire and Rescue Service*”
- Health, Safety and Welfare Framework for the Operational Environment.



Health and Safety Structure



Health and Safety - Governance

Maintained on Sharepoint

- Standard Operating Protocols
- Service Instructions
- Health and Safety Policies
- Risk Assessments
- Site Specific Risk Information
- Detailed Equipment Information

Informed by (Amongst others)

- National Guidance
- Learning from other services
- Regional working
- Analysis of accident and near miss data
- Coroners reports
- National and Joint operational learning



Health and Safety – Arrangements (Training)

Provide recognised health and safety training appropriate to all levels of staff within Service

NEBOSH Diploma

H&S Advisor

IOSH Leading Safely for Directors

SLT members without H&S training

NEBOSH Certs

Station Managers and role dependent WMs.

IOSH Managing Safely

Crew Managers, FF who act up in charge of appliances (Under review).

IOSH Working Safely

Looking to include in recruits course.



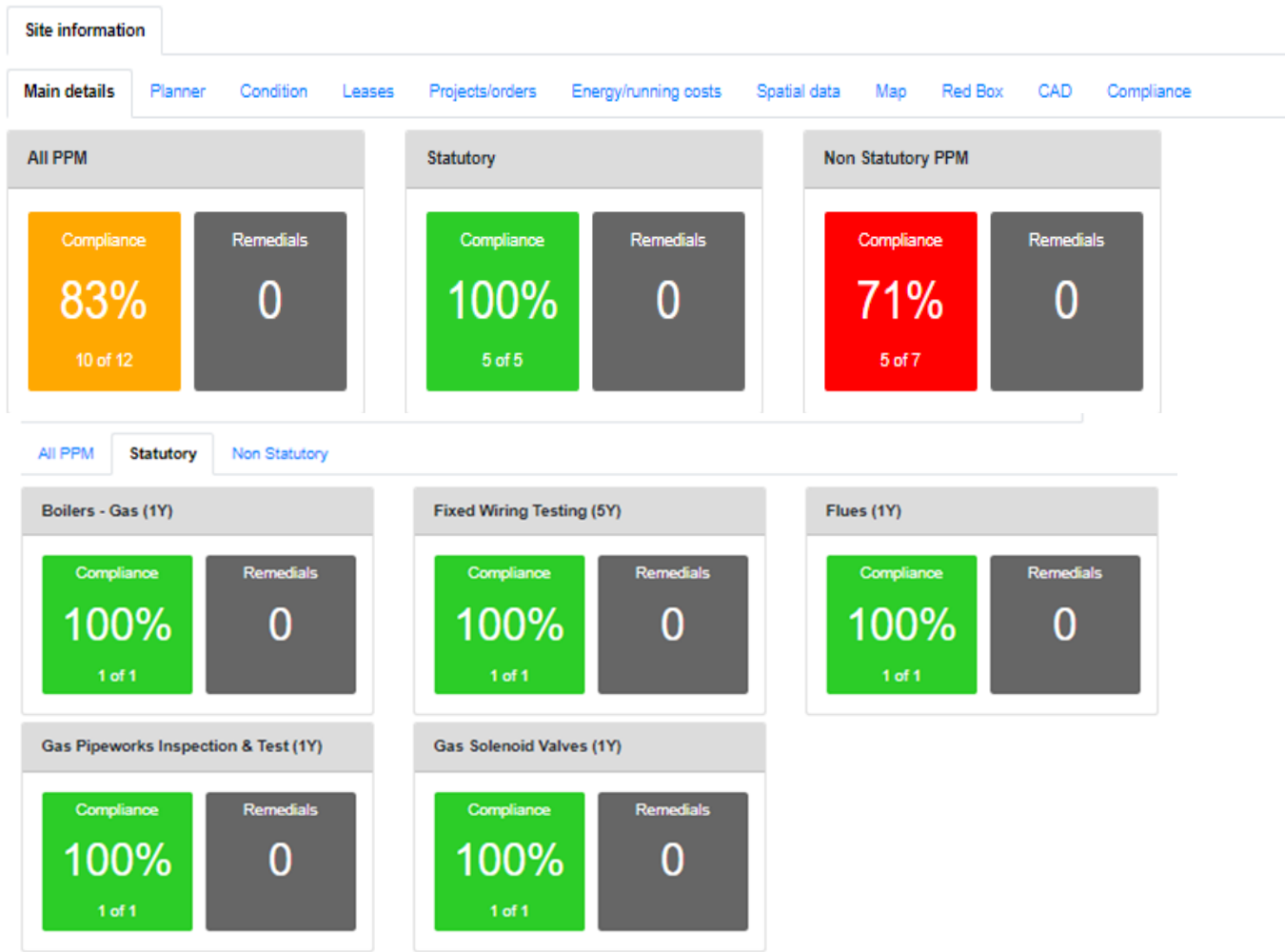
Health and Safety – Arrangements (Risk Information)

The Service will provide personnel with comprehensive and relevant information on

- the risks to their health and safety identified by risk assessments;
- the risks notified by any other employers or contractors sharing the workplace;
- the risks made known within the sector and by partner organisations;
- the preventive and protective measures in place to eliminate or minimise the risks;
- the safe use and operation of equipment and personal protective equipment;
- the safe systems of work to be adopted in foreseeable circumstances;
- the procedures for emergencies.



Health and Safety – Arrangements (Estates)



Health and Safety – Arrangements (Estates)

Additional testing includes

- Legionnaires
- Asbestos
- Radon
- RAAC

Comprehensive property survey to be conducted to establish baseline



Health and Safety – Arrangements (Equipment)

We will have systems in place to ensure we provide suitable work equipment which is:

- selected to effectively achieve the desired function with the minimum of risk to personnel and others, including noise, vibration and other hazards;
- safe for its intended use and the environment where it may be used;
- maintained, tested and inspected to ensure correct installation and continuing safe condition;
- only used by people having the correct information, instruction and training;
- provided with necessary protective devices and controls;
- meets any specific applicable safety regulations such as for lifting equipment and pressure systems.



Health and Safety – Arrangements (Equipment)

Dedicated Policy to cover

Appendix 1	Appliances
Appendix 2	Breathing Apparatus
Appendix 3	Communications Equipment
Appendix 4	Electrical Equipment
Appendix 5	Hydraulic Equipment
Appendix 6	Ladders
Appendix 7	Lifting Equipment
Appendix 8	Lines
Appendix 9	Personal Protective Equipment (PPE)
Appendix 10	Pneumatic Equipment
Appendix 11	Pumps
Appendix 12	Miscellaneous Equipment
Appendix 13	Specialist Equipment
Appendix 14	Water Gear



Health and Safety – Arrangements (Other)

- Personal Protective Equipment
- Occupational Road Risk
- Noise
- Harmful Substances
- First Aid
- Occupational Health Provision
- Display Screen Equipment
- Manual Handling
- Working at height
- Lone Working



Health and Safety – Reporting Mechanisms

- Individual Responsibility via Line Management
- Adverse Safety Event (ASE) Reporting
- Quarterly Health and Safety Committee
- Operational Debrief Process – Operational Response Review Safety Action Plans
- Equipment Working Group – Defect reporting system
- Near Miss telephone reporting line

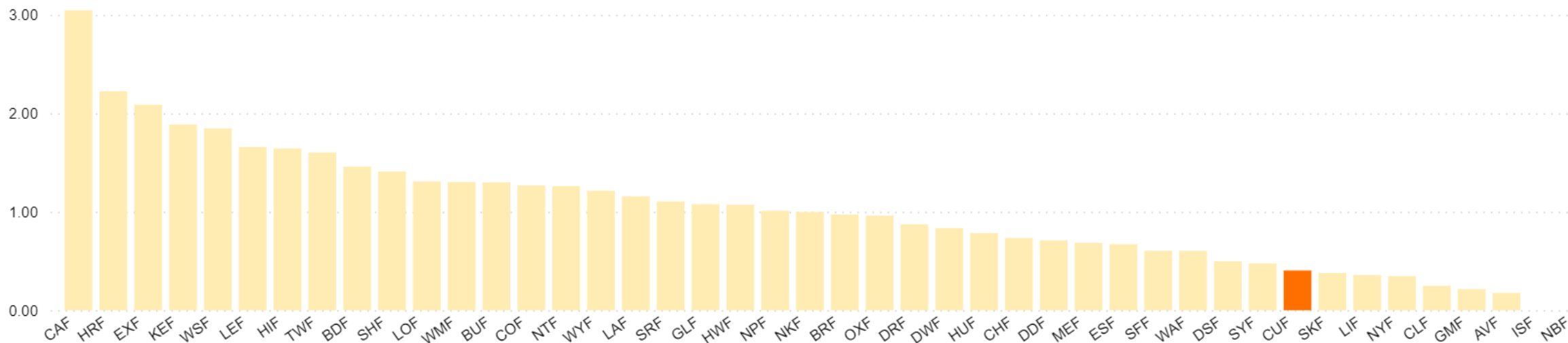


Health and Safety – Statistics

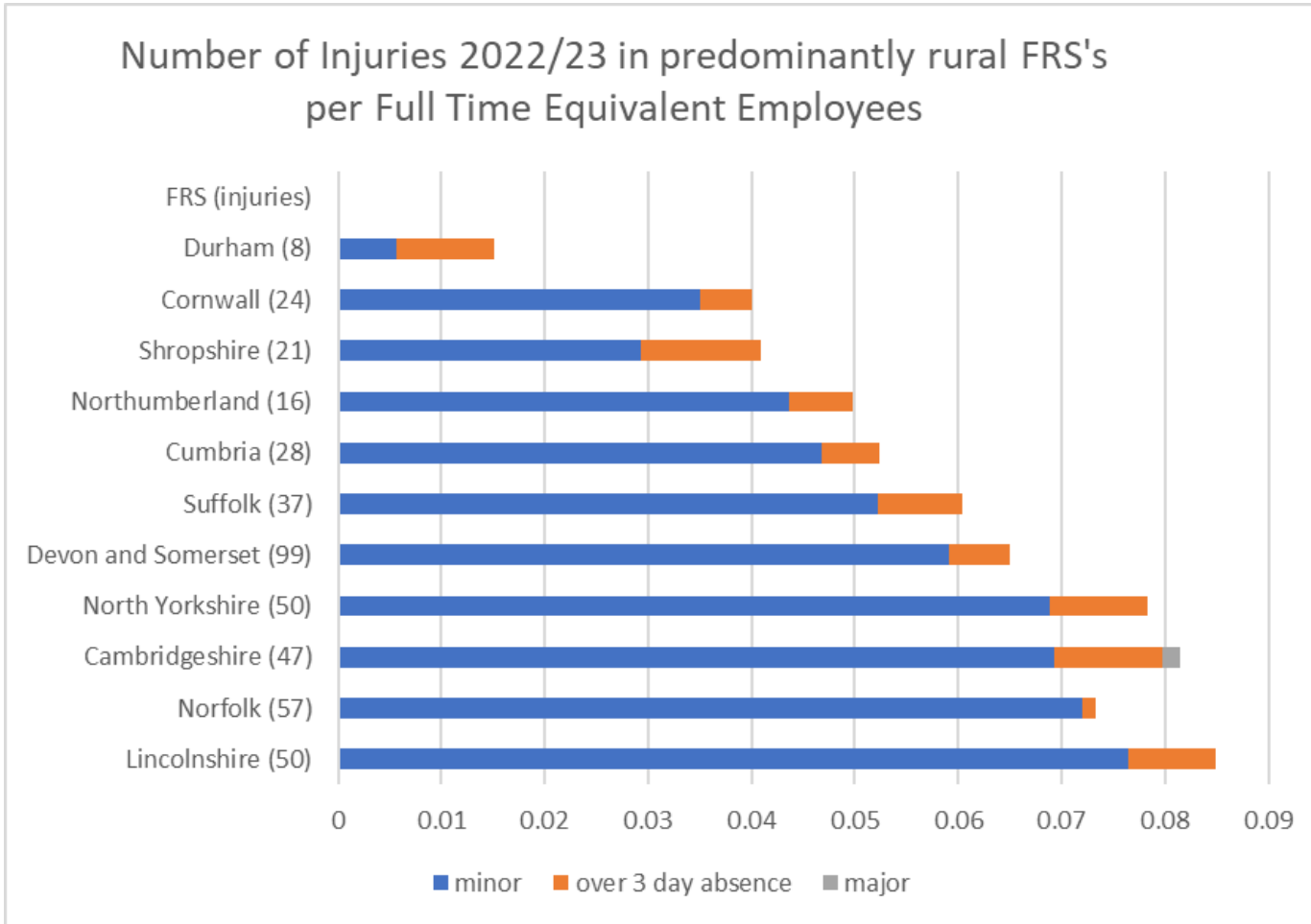
Riddor – Serious Injury that results in time off work

RIDDOR injuries

Firefighter RIDDOR 'Over 3 days injuries' per 100 FTE across services in 2021/22



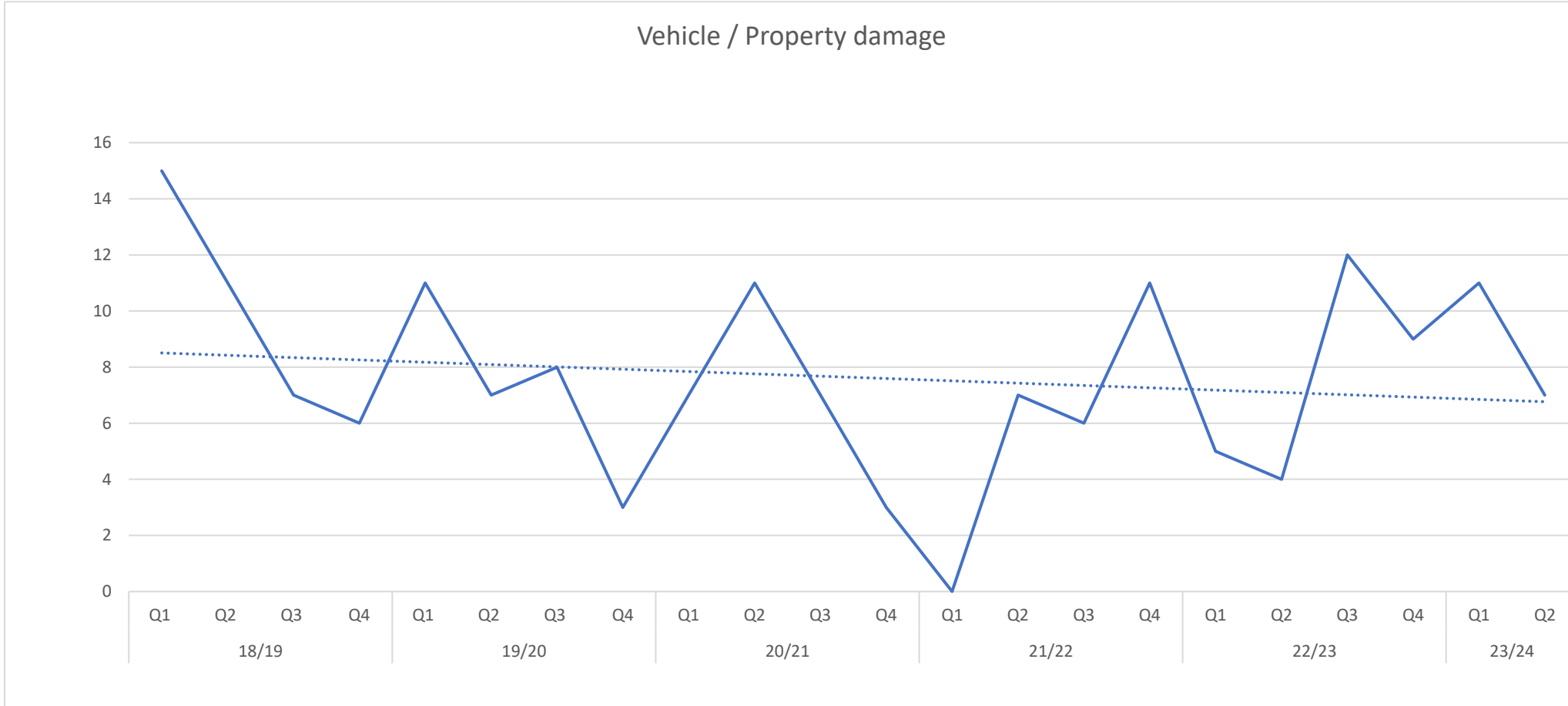
Health and Safety – Statistics



Health and Safety – Statistics



Health and Safety – Statistics



Health and Safety – Statistics

Adverse Safety Events	YTD 2023	YTD Target
Vehicle Damage – Blue Lights	10	5.5
Vehicle Damage – Low Speed Manoeuvre	0	5
Vehicle Damage – Routine	4	4
Vehicle Damage Other	4	No Target Set

Further work ongoing with Driver Training to look at causes of vehicle incidents and review training



Health and Safety – Statistics

Adverse Safety Events	YTD 2023	YTD Target
Property / Equipment Damage	0	4
Near Miss	6	No Target Set
Violence / Aggression	4	No Target Set
Member of the public	1	No Target Set



