

Subject: PRESS RELEASE: Fire call-out response times – have your say



Press release

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27 January 2020

Cornwall Fire and Rescue is asking for views on how it measures its responses to emergencies. The proposals form part of the annual review of the Service's Integrated Risk Management Plan (IRMP).

The consultation is about how the service measures and records its response to emergencies to ensure it is setting realistic and achievable targets. The service is encouraging the public, staff, partners and stakeholders to give their views, and this can be done in a number of ways:

- Online at www.cornwall.gov.uk/IRMP
- Face to face at one of the special events being held at community fire stations - details of these can be found at www.cornwall.gov.uk/fireevents
- Requesting a copy via email: consultation@fire.cornwall.gov.uk
- Requesting a copy by telephone 0300 1234 232

The consultation closes on Friday 6 March 2020.

Chief Fire Officer Mark Hewitt says: "We continually review our service performance to ensure that we are providing the most effective, efficient and appropriate response to our residents, visitors and businesses. It is important to remember that proposing these new local response standards is simply a new way of measuring how quickly we mobilise and respond to 999 emergencies. You will continue to receive the same emergency response that we have always provided, which is responding as quickly as we can with the closest available and most appropriate resources."

Portfolio Holder for Environment and Public Protection Cllr Rob Nolan says:
"Cornwall has always needed a robust and self-reliant Fire and Rescue Service because it is surrounded by sea on three sides. I am pleased to see these standards reviewed annually, and hope that residents and businesses will take the time to contribute their ideas and any concerns. We owe this service our support and input to keep Cornwall and its visitors safe."

To view Cornwall Fire and Rescues Service's IRMP for 2019-2022 and find out more about the process please visit: www.cornwall.gov.uk/IRMP