

Level

Tier

Scope

Service

Fire, County

Asset Management

Emergency Cover Programme



Characteristic(s) / CSF(s):
Managing Expenditure

Problem and Approach

- Ensure that services were well-placed to respond to the changing needs within the local area while also delivering a more resilient infrastructure for the benefit of the whole county of Cornwall.
- The Service headquarters (SHQ) building has been designed to create an open environment which aims to encourage team working and allow teams to interact more freely.
- SHQ is home to engineering and workshops, training, community safety, emergency management, service support and the Critical Control Centre and is immediately adjacent to Tolvaddon Community Fire Station, which was included as part of the same build schedule.

Outcomes

- This programme continues to improve links between service delivery and support functions, and creates new opportunities for innovative partnership working, improves emergency response and delivers service efficiency savings in excess of £600k per annum.
- In its first year Tolvaddon Community Fire Station responded to 737 incidents.
- Crews are also developing partnership relationships with key organisations and charities such as Disability Cornwall to explore the potential benefits to working together.
- Hayle Emergency Services Community Station was the first tri-service station in Cornwall. In its first year, Hayle crews attended 174 incidents, delivered 117 home fire safety checks, 19 low risk fire safety audits and 17 site specific risk inspection visits.

<https://www.cornwall.gov.uk/media/26377134/service-plan-review-2017-19-final.pdf>



The public sector transformation partner