Public Document Pack



Scrutiny Committee Supplementary Agenda

Date: Thursday, 14th March, 2024

Time: 10.00 am

Venue: Committee Suite 1,2 & 3, Westfields, Middlewich Road,

Sandbach CW11 1HZ

The presentations on the following pages were received following publication of the committee agenda.

5. **Update on Flood Risk Management** (Pages 3 - 46)

To receive presentations from partner agencies on flood risk management.

Please contact Nikki Bishop, Democratic Services Officer E-Mail: Nikki.bishop@cheshireeast.gov.uk



Flood Risk Management

Highways Service Overview and Scrutiny Committee, 14 March 2024





Statutory duties

- Highways Act (1980):
 - Duty to maintain highway infrastructure as safe and available
- Statutory duty: Flood Water Management Act 2010:
 - Lead Local Flood Authority (LLFA): Coordinating flood management
 - Managing Ordinary Watercourses: Land drainage consents, consultee on planning applications on surface water drainage
 - Investigation of flooding to properties (Residential and business)
 - Register of structures and features to manage flood risk
 - Investigating "significant flooding" (S19 reports):
 - Internal flooding of living space (i.e. not basements or garages)
 - · Rural: Two or more properties
 - Urban: Four or more properties
- Civil Contingencies Act (2004):
 - Category 1 Responders for at risk properties



Strategic Framework

Flood Risk Management Strategy

- Published in 2017, due for review as part of our policy and strategy framework
- Objectives:
 - 1.Set out responsibilities for flooding
 - 2. Assess the risks of flooding
 - 3.Reduce flood risk and adverse consequences
 - 4. Develop actions and interventions to reduce flood risk
 - 5. Manage flood risk sustainably

Level 1 Strategic Flood Risk Assessment

- Recently reviewed and updated
- 14 priority areas with flood history and unfavourable topography:
 - Bollington, Calveley, Church Minshull, Congleton, Crewe, Handforth, Kettleshulme, Little Bollington, Macclesfield, Nantwich, Pott Shrigley, Poynton, Prestbury, and Wybunbury
- Supports decisions on planning applications, masterplans and community infrastructure levy / planning obligations





Our High-Risk Areas

- High Risk Areas are outlined in the SFRA
- Generally, an area is considered high risk if it:
 - Is on an Environment Agency Surface Water Flood Risk map
 - Has flooding history
 - Has unfavourable topography
- Highest risk areas are known as 'Critical Drainage Areas'.
- Areas at highest general risk: Macclesfield, Nantwich, Poynton
- 26,000 residential properties at risk of surface water flooding in Cheshire East to a depth of 10cm



Functions

Drainage

- Routine: Cleaning of gullies, drainage structures
- Reactive: Unblocking gullies, removing surface water
- Proactive: Drainage schemes to increase capacity

Lead Local Flood Authority

- Flood infrastructure management: Deliver works to manage flood risk
- Multi-agency: Coordination with risk management authorities
- Planning consultee: Consulted on planning applications for surface water drainage / SuDS



Actions

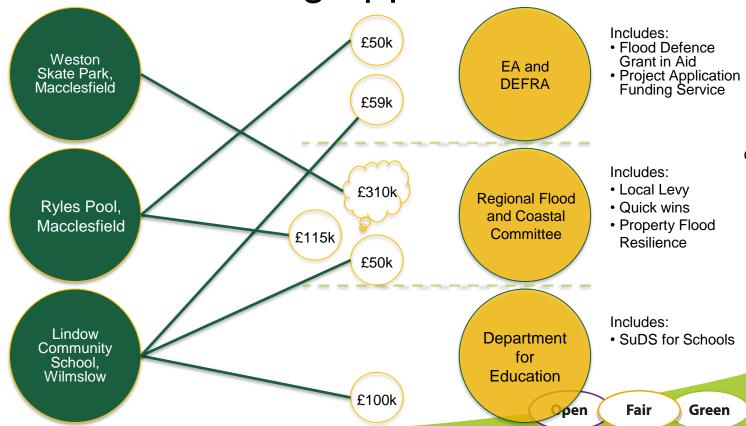
- Upcoming projects during 2024-5 inc. Station Road, Calveley and Moss Lane, Styal
- Increase in gully cleansing in MTFS
- Promoting Sustainable Drainage Systems (SuDS) with developers
- Reviewing processes for enforcement with planning / legal
- Pursuing funding:
 - Additional external funding opportunities
 - Retrospective funding where we have improved drainage and flood risk infrastructure ("betterment")
 - Learning where we have been unsuccessful
- Develop a SuDS Approval Body team (Schedule 3)
 - Specific requirement to approve SuDS on new developments >100m²
 - Awaiting legislation to be implemented in England (already operates in Wales and Scotland) – expected 2024-5

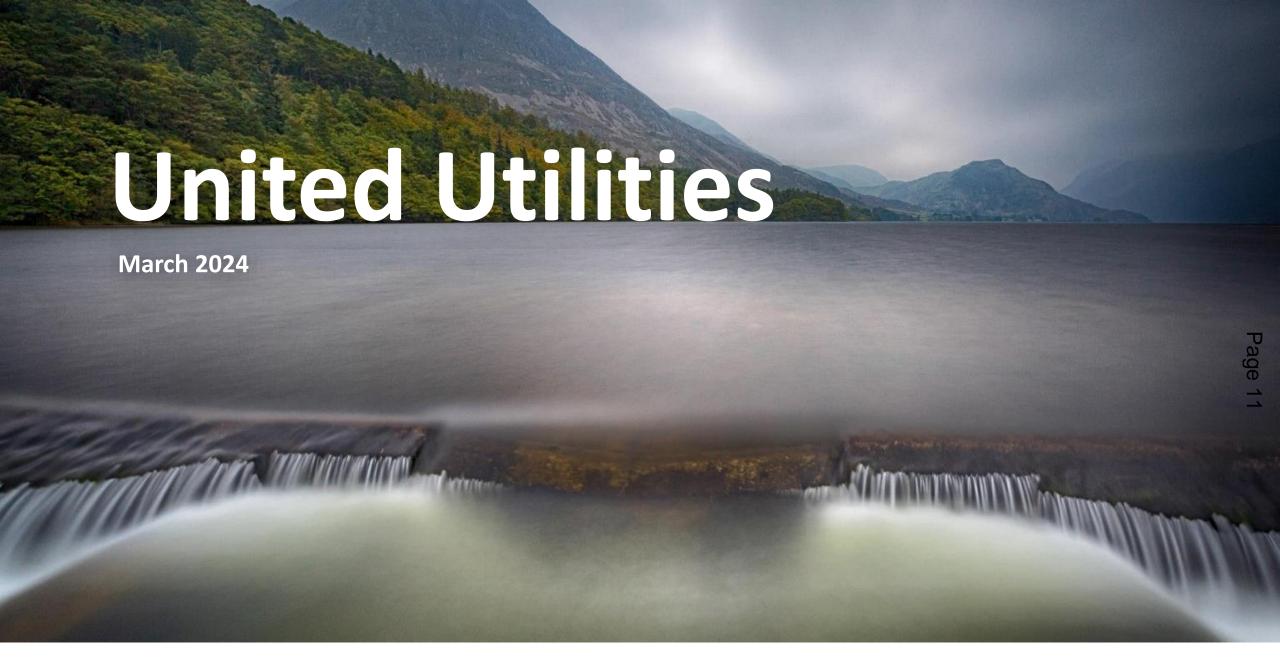






Quick Wins: £10k Crewe £10k Macclesfield External funding opportunities







Introductions

Craig Connor	Wastewater Drainage Area Manager, Cheshire
Emma Birch	Area Engagement Lead, Cheshire

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About United Utilities





56,000 hectares of catchment land



165 reservoirs



1,400 km of aqueducts



88 water treatment works



42,000 km of water mains



78,000 km of sewers



567 wastewater treatment works



... and over **5,000** skilled employees



What we do impacts each and every person in the North West as they simply get on with life, from making a cup of tea, using the loo, having a shower, the list goes on...

We deliver **1.7 million litres of fresh, clean drinking water** to over **7 million customers** every day across the North West. We also collect and treat **1,300 million litres of** wastewater every day, so it's safe to go back into the environment

In the next five years, we'll **invest £5.9bn** running, upgrading and future-proofing the region's water infrastructure and services to a blueprint shaped by our customers.

We'll help lift a quarter of a million people out of water poverty, cut leakage and knock a tenth off water bills so that by 2025 average bills will be less, in real terms, than 2010. And we'll adapt as we go.

As COVID-19 shows, customer priorities change, which is why we constantly **seek their views through Water Talk**, our 7,700-strong customer panel.

Flood Risk Management Responsibilities

Flood & Water Management Act 2010: We all have a duty to co-operate

Lead Local Flood Authority

Public body

Highway Authorities Water and sewerage companies

Riparian Owners











Developing, maintaining

and applying a strategy for local flood risk management

Managing the risk of flooding from surface water, groundwater and ordinary watercourses **Responsible** for taking a strategic overview of all sources of flooding

Managing the risk of flooding from main rivers and the sea

Regulating reservoir safety

lead responsibility for providing and managing highway drainage and roadside ditches

co-operate with the other RMA's to ensure their flood management activities are well coordinated

Managing the risk of flooding from wastewater and water infrastructure

Work with developers, landowners and LLFAs to understand and manage risks Maintain the watercourse within the boundary of their land so it freely flows and has no obstructions

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United Utilities County Business Model

The County Business Model is based on the five counties we serve: Cumbria, Cheshire, Lancashire, Manchester, and Merseyside. Each county has its own dedicated team (known as 'squads') featuring representatives from key business areas across UU.



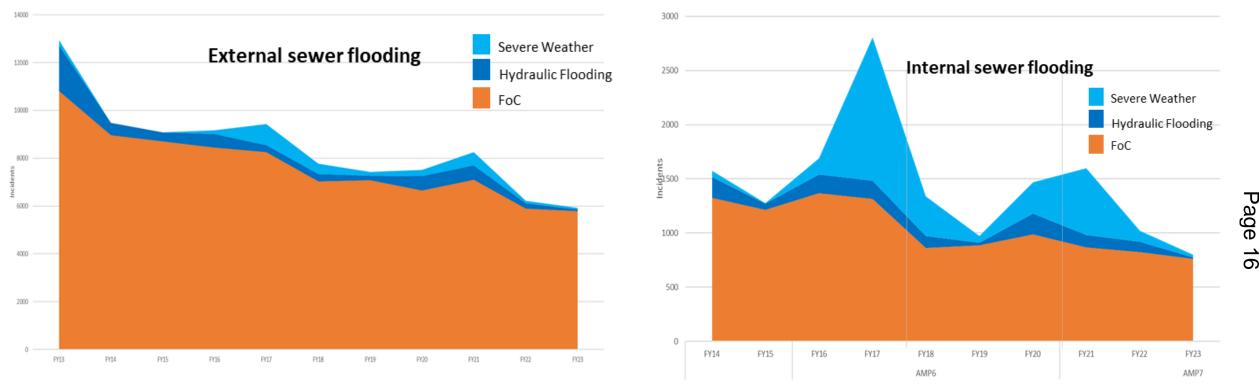
Diverse customer and stakeholder needs across the 5 counties

Driving a local connection in the areas that we operate within

Ability to understand and support local communities

Broader county squad to drive and deliver performance

United Utilities Flooding Performance



- Year on year improvement in underlying operational flooding performance
- Investment in strategic projects such as DNM, enhanced targeting and repeat analysis along with serviceability programmes
- Still vulnerable to extreme weather events due to capacity in the system- climate change, SW management, inundation, culverted watercourses

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Original Aim

To develop an intelligent wastewater network that allows us to manage our entire sewer network in a proactive way, to help reduce the risk of internal flooding. Covering 54 Drainage areas with point enhancement and target of c.19k sensors to be installed.

Delivered

Bespoke AI Platform developed for full network visualisation, analytics and AI insight. 160 IDAS areas with targeted installations, 64 IDAS with holistic targeting (future, historic and hydraulic). C.17.5k sensors across the full region, with 23k sensors visible on platform. Risk coverage exceeds original plan.



Programme Highlights



40,000 locations reviewed by network engineers 30,000 locations surveyed



410 team members trained in DNM



Bespoke DNM AI Platform developed



17.5k sensors installed across the region

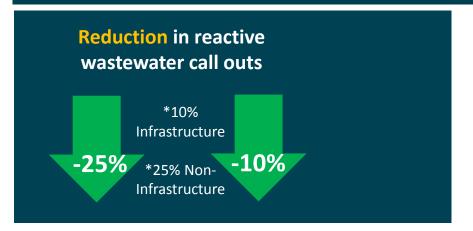


All flooding response teams utilising Al alerts



Integrated into the ICC

Click here to find out more about Dynamic Network Management



Wastewater proactive issues detected



Including; 4,632 - Sewer Blockages 2,100 - Flooding incidents 140 - CSO blockages





>500k Socials Engagement

>300k Customers letter & leaflet drops

c.10 External Industry forums

DNM in action

Case: Case Number

02734715

Work Order Number

00963319

Appointment Number

SA-1693499

Work Type: Work Type Name

DNM NMP Network Level Above Expected Investigation

Address

2B, BEDFORD STREET, CREWE, CW2 6JA

Restriction Cleared

Drainage Area

UU-11-SC59-CREWE-D02

Additional Cause 660 - Soft

Blockage

Main Cause Size 601 -Blockage

225mm

Sewer

ART arrived on site to investigate a Network Level Above Expected alarm in MH SJ70548402. Lifted MH8402 and found a soft blockage in P trap. Able to clear with rods, flow restored and levels dropped. Followed up with CCTV survey.

Measurement time post: Measurement (mm): 20mm







Water for the North West

Commercial In Confidence – Background IP Sensitive

Working with Cheshire East



Working Together

Working Relationship

Previously the working relationship between United Utilities and Cheshire East has been strained at both an Operational and Strategic level. There have been many staffing changes in the last 2 years. More recently these changes have resulted in progress on several outstanding issues and a better working relationship with CEC at an operational level. The hope is that we can build on this to work more collaboratively at a strategic level.

Time to Resolve

Often the commitments made by Cheshire take a long time to be implemented with issues outstanding for considerable periods of time.

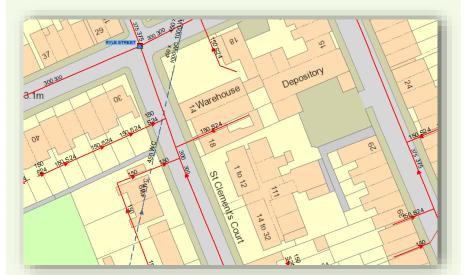
Flooding issues in Calveley are a prime example of this his, it has been an outstanding issue on the operational agenda for 6+ years. Currently, we have a plan and a way forward which is credit to our new colleagues within the LLFA.

Funding Bids (GiA and Local Levy)

It is really encouraging to see that Cheshire East have submitted bids for funding (£20k) to complete schemes within the Cheshire East Boundary. This also seems to go hand in hand with the staffing changes. These sites that have the funding allocated too are sites that have been discussed at the multi partner agency meetings (Operational Meetings) showing a good working relationship between the partners.

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Watercourses are the source of the majority of partner flooding issues in Cheshire East



Hobson Street / Ryle Street, Macc.

Colleagues within the Cheshire East LLFA are actively pursuing the commencement of works in this area and are consistently ensuring that United Utilities remains informed throughout the process. We have good engagement at an operational level, however, we are not seeing the outcomes on this longstanding issue which started in 2015

Toft Road, Knutsford

UU have intervened to repair a collapsed prisoner tunnel underneath the main carriageway. This was under an agreement to cost share between CE's. This remains outstanding.

Reducing Spill Frequency from CSOs



Since 2000 we have invested £1.2bn to improve overflow discharges to reduce spill frequency, volume and impact upon the natural environment.



Our investment has improved the operation of over 1,200 intermittent overflows.



We have committed to conduct 195 investigations by 2025 to better understand high spilling overflows to inform spill reduction schemes for future investment.



We will recruit **7 new**wastewater network flow
and spill technicians. These
colleagues will help
improve the operation of
overflows, including the
gathering of data.



We have invested in the creation of a new analytics platform to help with our analysis of data and how we report spill and flow data.



We are reviewing how data is captured and reported for every one of our event duration monitors. This process will ensure that the data we record is reliable, accurate and complete.

- 1. UU have been working on a comprehensive plan for AMP8 to invest in new infrastructure to make a huge step change in performance.
- 2. Following the work we have been doing with Ofwat, DEFRA and the Environment Agency, Ofwat has made an announcement that they have given the green light on £1.1 billion of investment in CSOs across the entire country.
 - 3. £940 million (85%) of that is in the North West and to United Utilities.

Combined Storm Overflows (CSO's)

We've heard and understand that people don't want to see sewage getting into rivers and seas, no matter how diluted.

We agree.

But re-plumbing the regions sewers can't happen over night.

That means building new storage tanks and making changes to treatment works to increase their processing ability.

It is the most ambitious environmental programme the North West has ever seen – and we have already set to work.

A specific challenge for UU

In the North West, our challenge around CSOs is particularly tough because we have:

77,000km

of sewers in our network

54%

of these are combined sewers compared to an average of 33 percent across England

And these sewers see

28%

higher average annual rain runoff due to the higher rainfall

What we've done already

We've worked hard for a number of years to tackle the amount of times that storm overflows are activated. There's much more to do but, for example, in the last three years, we have delivered:

39%

% 41% reduction in spill

41%



A plan that makes Cheshire stronger, greener and healthier.

We're investing to address the areas customers have said matter most.



19,900 supported with affordability help, this will double by 2030

34,000 customers supported through Priority Services Employing
1,500
people across
Cheshire, with more
green jobs
created

Improving
65km
of the Vyrnwy
Aqueduct to ensure
resilient water
supplies

£433m to improve 24km of rivers in Cheshire

£349m to reduce spills from 52 storm overflows

Collaborating to promote sustainable farming practices and protect drinking water quality

Partnering with local authorities to reduce flood risk Two additional treatment works to deliver great quality water into the future Encouraging visits to our three beautiful recreational sites in Cheshire

Delivering additional water from boreholes to maintain supplies in dry weather

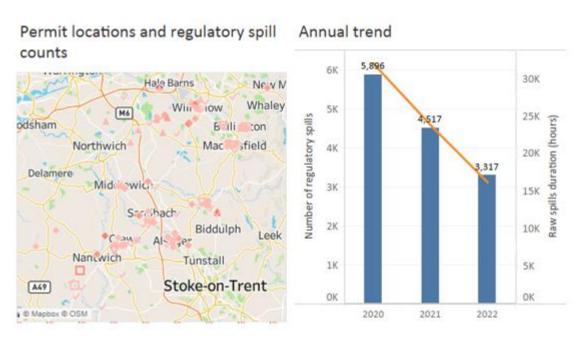
Cheshire East Storm Overflow Plan 2025-2030

We have 126 overflows in the Cheshire East region.

By 2050 all overflows will be addressed to meet a target of no more than 10 spills per overflow per annum.

42 overflows already meet this target.

During our next investment cycle between 2025 to 2030 we will be investing in 23 CSO schemes in the Cheshire East region, 10 of these schemes are being accelerated to start early.



Storm Overflow plans: On Tuesday 12th March, UU and all the other water and wastewater companies will publish a new report and dashboard which shows the scale of the investment across the country to reduce storm overflows.

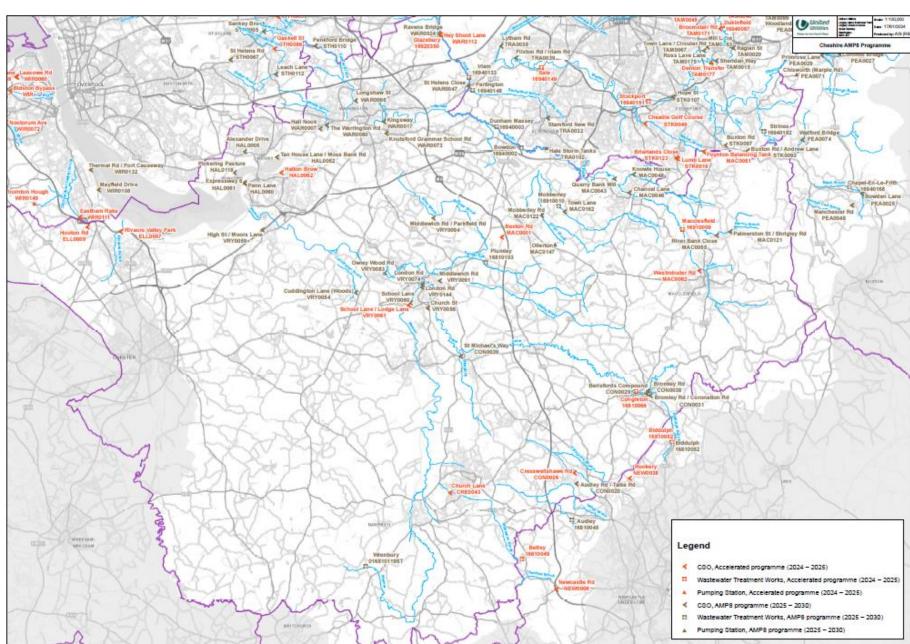
Across our region we have proposed an investment plan £13.7 billion for the period 2025 – 2030, of which £3 billion is being invested to reduce spills from storm overflows.

Real Time data: This new report will then be followed up by the go-live of real time data which will show, through a new portal, a map of each water company's area and all its storm overflows – where they are, how they are operating, whether they are spilling and more supporting information about plans to improve them.

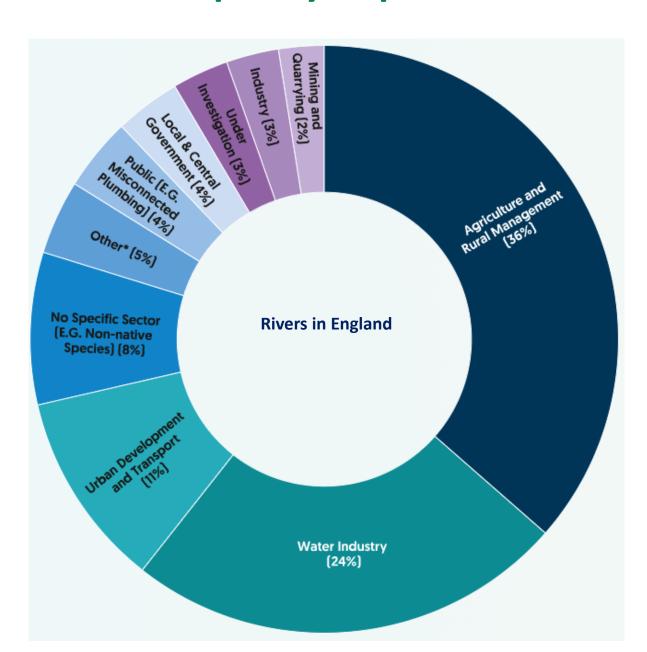
2023 data: At the end of the month, UU will also share the latest data from all the monitors we now have on our overflows. This will be an overview of a year's worth of data and will be reported to the Environment Agency and published on our website.

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Cheshire Storm Overflow Plan 2025-2030



River water quality impacts



Reasons for not achieving Good Ecological Status by sector activity

Source: Environment Agency

Water Industry breakdown:

- Treated Sewage Discharges 16%
- Overflows 4%
- Abstraction, Impoundment and Transfers – 2%
- Other (misconnections/Incidents) –
 2%

age 27

Partnership Working

- Catchment Systems Thinking (CaST) is United Utilities' approach to managing catchments in a holistic, integrated manner.
- The CaST approach encourages us to think differently and goes beyond our catchment land, looking at the wider environment, incorporating natural capital decision making to consider what is best for the environment, customers and communities by integrating risks and driving multiple natural capital benefits.



UU/Mersey Rivers Trust Upper Mersey Catchment Walkover August 2022 United Utilities Water Limited 2021

CaST in Action: Cheshire East

- Upper Weaver WEG leading EU funded project to deliver 80 farm water management plans and interventions at 42 farms in the Upper Weaver catchment.
- Supporting the Catchment Based Approach United Utilities are pleased to be a member of and support the Upper Mersey and Weaver Gowy CaBA Groups to deliver catchment wide water quality and quantity improvements
- Leading the Natural Course Cheshire Hub working collaboratively through the Natural Course project to deliver improvements in partnership (previous phases have included Valley Brook, Crewe Town centre catchment planning)
- Collaborative working in the Bollin catchment –
 United Utilities are active members of the Mersey
 Rivers Trust hosted Upper Mersey Catchment and the BEACON subgroup.
- Working with the Mersey Rivers Trust and the National Trust on water quality/quantity issues in the Bollin – including support for Carrs wetland delivery which we hope will lead to greater joined up planning to manage water quantity issues in the Bollin and Dean.



National Trust & UU - Natural Flood Management partnership





Quarry Bank Mill/Styal Village

- ✓ National Trust partnership established @ QBM
- ✓ Scope confirmed and agreed with National Trust
- ✓ Styal village initial UU modelling complete
- ✓ Site walkovers
- UU Ops site investigations
- Feasibility study and NFM design to confirm which intervention can be applied, and where commissioned by NT, funded by UU

In progress:

- Confirmation from UU modelling on benefits to sewer network of the 11 opportunities identified
- Stakeholder engagement with Cheshire East Council colleagues

age 2

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Better Rivers Better North West

River Rangers and the Launch of the BRBNW Community Fund

- Our River Ranger Team has recently been launched, supporting clean up and engagement activities across local watercourses including catchments in Cheshire East.
- Focussed on managing the impacts of UU discharges the River Rangers have also supported community river cleans and river restoration works
- For more information and to raise any opportunities for River Ranger support email <u>RiverRangers@uuplc.co.uk</u>

BRBNW Community Fund

- We are in the process of launching our BRBNW Community Fund
- This fund will be able to support local groups deliver activities that care for and improve river environments with donations of equipment up to the value of £2,500.
- Activities that might be supported by this fund include riverside litter
 picking, local river restoration and promoting sustainable drainage with
 projects in Cheshire East already supported.
- For more information or to submit a proposal please email stakeholderrelations@uuplc.co.uk



Any questions?





Cheshire East Scrutiny Committee

14th March 2024

Cheshire Fire & Rescue Service (CFRS)
Response to Flood Related Incidents
Prevention in Cheshire East
AM Steve Barnes & GM Matt Barlow



CFRS response to widescale Flooding Events



A dedicated External Planning Manager



Works closely with CRF Partners



Attend incidents based on requests through Fire Control



Proactive with forecasts of extreme weather/heavy rainfall



Cheshire Local Resilience Forum Flood Advisory Service Teleconference



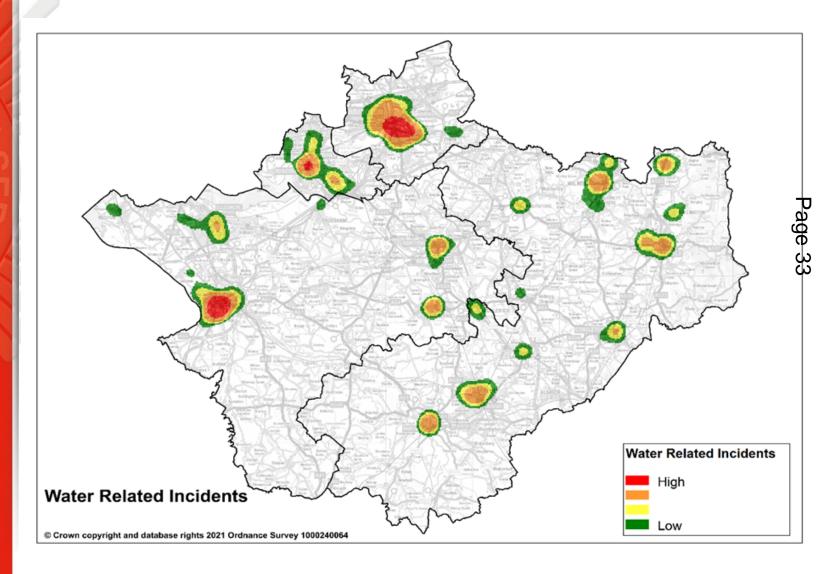
Information is shared internally to ensure all staff are aware



CFRS publish weather warning/alerts on our Social Media



Density map of Water/Flood incidents by location





Cheshire

	Fiscal Year			
Incident type/sub type	21-22	22-23	23-24	Grand Total
Flooding				
Advice only	29	13	22	64
Evacuation	1	5	5	11
Make safe	90	233	98	421
Other	3	6	6	15
Pumping out	14	12	20	46
Stand by - no action	6	8	6	20
Grand Total	143	277	157	577

Between the 1st April 2021 - 7th March 2024, 577 flooding incidents were attended within Cheshire. The most common sub type was make safe (421), with the majority occuring in the 22-23 financial year.



Cheshire East

	Fiscal Year			
Incident type/sub type	21-22	22-23	23-24	Grand Total
Flooding				
Advice only	12	3	13	28
Evacuation	1	3	1	5
Make safe	27	90	24	141
Other	2	3	4	9
Pumping out	5	9	13	27
Stand by - no action	3	1	4	8
Grand Total	50	109	59	218

Between the 1st April 2021 - 7th March 2024, 218 flooding incidents were attended within the Cheshire East unitary area. The most common sub type was make safe (141), with the majority occuring in the 22-23 financial year.

Cheshire East proportion vs Cheshire

	Fiscal Year			
Incident type/sub type	21-22	22-23	23-24	Grand Total
Flooding				
Advice only	41%	23%	59%	44%
Evacuation	100%	60%	20%	45%
Make safe	30%	39%	24%	33%
Other	67%	50%	67%	60%
Pumping out	36%	75%	65%	59%
Stand by - no action	50%	13%	67%	40%
Grand Total	35%	39%	38%	38%

Between the 1st April 2021 - 7th March 2024, Cheshire East unitary area accounted for 38% of flooding incidents attended within Cheshire.





Review of specialist water Safety/Rescue Provision

- All front line firefighters issued with Wading suits circa 550 staff
- Redeployment of Specialist **Water Rescue Teams**
- Relocation of Rescue Boats influenced by Risk and Demand



Multiagency response to widescale Flooding Events

- Dictated by the intelligence and anticipated impacts
- Major Incident or Major Incident Stand-by
- Mult-agency teleconference
- Joint Tactical Co-ordination Centre(JTCC) at Police HQ
- Cascade message sent to all Category 1 and 2 responders
- Contribute to the Recovery phase of the incident



Notifications

Alerts (cheshirefire.gov.uk)

CHESHIRE FIRE ALERT

A community messaging system brought to you by Cheshire Fire and Rescue Service for the whole of Cheshire





Residents and businesses across Cheshire can subscribe to a message warning system, which has been launched by Cheshire Fire and Rescue Service.

People who subscribe to the free online system can choose to receive text messages about:

- Incidents and emergencies near their home or workplace
- News from Cheshire Fire
- Firefighter recruitment
- Safety at work
- Information for people who are deaf or hard of hearing

Register now with Cheshire Fire Alert, you will receive news for your area of Cheshire - direct to you as an e-mail, mobile text or voice message.

Register now: www.cheshirefire.gov.uk



Prevention In Cheshire East



Safe and Well Delivery



5,637

Safe and wells completed between Prevention and Service Delivery.

19 active VP cases

452
VP cases within Cheshire East

1 x dementia

6 x high risk smokers

1 x history of fires

4 x hoarders

1 x immobile

1 x living alone

1 x mental health

4 x self-neglect.





Road Safety Activity Update

Cheshire East road safety education – Academic year 23/24

KS2 (7-11year old) Delivery (128) - 92 Completed KS4 Delivery (14-16year old) (21) - 13 Completed

Biker Down Courses Lymm Safety central 2023

 11 courses delivered Pan Cheshire – reaching 400 plus riders with attendees recruited from across Cheshire East

THINK. DRIVE. SURVIVE Courses delivered 2023

12 courses delivered to 17–24-year-olds including Macclesfield & Crewe Prince's Trust cohorts and various colleges and sixth forms – Macclesfield College, Wilmslow & Poynton 6th forms, Reaseheath College as examples etc

Service Delivery Community Action Plans – Road Safety

 7 physical events delivered throughout 2023, working to the identified themes within the Road Safety Delivery Plan.

Operational Close Pass

6 events delivered – locations included - Holmes chapel, Congleton, Macclesfield, Crewe focusing on cyclists and horse riders on rural roads



Prince's Trust Cheshire East



Annually in CE we deliver a total of 6 Prince's Trust Team programmes within Crewe and Macclesfield. In 2023-24 we delivered 5 out of 6 programmes in CE and we are on target to deliver 6 out of 6 this year in CE next year.



In the last year in CE, we **enrolled 49 young people** (aged 16-25 years) onto the programmes from April 2023 and current teams complete in April 2024.

47 out of 49 of these young people have either completed or are on track for successful completion of the programme and gain nationally recognised qualifications; Prince's Trust Certificate in Employment, Teamwork and Community Skills. First Aid qualification, Food Safety and Hygiene Award and Money Management Skills Award.



In addition, the young people receive awareness sessions such as Fire Safety, Home Safety, Think Drive Survive, Sexual Health Awareness, Knife Crime and County Lines Awareness, Drugs, Alcohol and Substance Misuse Awareness, Stress Mgt and Building Resilience and participate in structured fire ops sessions on station with Crews.



On average 85% of the young people that have completed the programme go on to full-time, part-time and voluntary employment opportunities or re-engage in education by enrolling in an apprenticeship or a college course as they then feel ready to access a college environment.



Employability skills – The PT Teams visit local companies to enhance the young people's employability skills through workshops on CV writing, mock interview opportunities and job searching skills. Fujitsu Technology Company, Chess IT, Bentley Motors and Gusto have supported our PT Teams in CE for these workshops, each company dedicating a number of their staff to work with the young people during the PT Team visit.



Work placements – Many of the young people gain further employment through their work placements and gain positive references which enhance their CV. Maintaining and developing strong links with placement providers is key, such as Mercedes Dealership, Bentley Motors, Leighton Hospital, Brio Leisure, Specsavers, building companies, local garages, hair salons and Charity shops.



Community Projects - Over 400 hours of work on indoor and outdoor community projects have been completed by the young people on these teams throughout the year in CE. Projects completed at Wishing Well Crewe, Camms St Community Centre Crewe, Change Grow Live (CGL) in Macclesfield, Broken Cross Primary School Macclesfield. Mayfield Centre Macclesfield.





Our Performance Within Cheshire East



In December 2023 Safety Central was successful in securing £12k funding bid through the Cheshire East UPG. This will pay for coach hire for Cheshire East KS2 classes, through Safety Centals Cash 4 Coaches

There are 44 primary schools in CE that have never visited the centre and with this funding, we hope to pay for 18 schools to visit, including all MDI schools that have never been before.

Focus groups will be held in April 2024 and Cheshire East schools will be invited to help review and develop all our programmes, as well as looking at barriers that proven more Cheshire East schools attending, including length of visits to allow travel time, without compromising maximum experience and education, as well as applying for further funding for remaining KS2 schools that have never visited.

We are launching our new Uniformed Group programme in March 2024 and hope that many groups across Cheshire East will attend these evening and weekend sessions.

6 Cheshire East Princes Trust Teams visits 23 Cheshire East school visits



5 Adult community groups received SaferTogether Programme

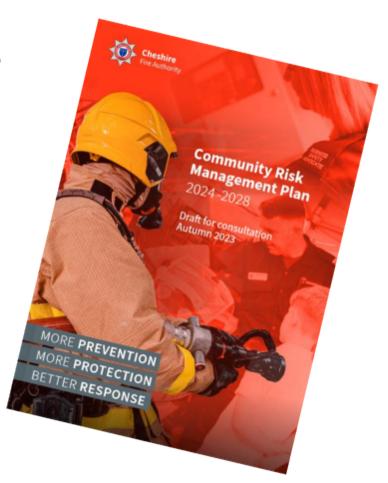
Volunteer information

- 24 volunteers active
- 9 in recruitment process
- 2534 volunteer hours completed
- 10 volunteers live within Cheshire East



CFRS CRMP 2024-2028

Summary of Proposals





Community Risk Management Plan

- Required under Fire and Rescue National Framework
- Identify and address key fire and rescue risks
- Cheshire's corporate plan and key objectives:
 - More Prevention
 - More Protection
 - **Better** Response
 - People
 - Finances





Some of our changes

Proposal 1: Change the way we measure response times

Proposal 2: Convert four fire engines to full-time crewing during weekdays

45

Proposal 3: Convert Knutsford's fire engine from On-Call to Day Crewing

Proposal 5: strengthen the on-call duty system



Thank you for listening

Any Questions?

