

## report

meeting	<b>NOTTINGHAMSHIRE AND CITY OF NOTTINGHAM FIRE &amp; RESCUE AUTHORITY</b>	
date	<b>14 JANUARY 2005</b>	agenda item number

### REPORT OF THE CHIEF FIRE OFFICER

#### DRAFT YEAR 2 (2005/06) LOCAL (INTEGRATED) RISK MANAGEMENT PLAN CONSULTATION CLOSE OUT

#### 1. PURPOSE OF REPORT

To advise the Fire and Rescue Authority of the public consultation outcomes in response to the Draft Year 2 Local (Integrated) Risk Management Plan (L(I)RMP).

#### 2. BACKGROUND

- 2.1 It is a statutory requirement that Fire and Rescue Authority produce an L(I)RMP Action Plan each year. Part of this process is to consult the public regarding the proposals. The Fire and Rescue Authority approved the draft document on 3<sup>rd</sup> September 2004. A public consultation commenced on 13<sup>th</sup> September 2004 and ran for 12 weeks to 6<sup>th</sup> December 2004.
- 2.2 Building on lessons learnt during the L(I)RMP consultation in 2003 and the feedback we received from Her Majesty's Fire Service Inspectorate, this year a summary document supported by a technical annexe was produced to make the document more reader friendly.

#### 3. REPORT

##### Extent of Consultation

- 3.1 The documents were placed onto the Fire and Rescue website with a high profile link from the homepage, further links were made on the Intranet. Colour copies of the document and pre-paid response cards were produced and circulated to all libraries in both City and County, along with other public buildings including Fire and Rescue Service premises.
- 3.2 To address key external stakeholders copies of both documents in CD format were sent to 116 organisations. These organisations were prompted at the halfway mark with a reminder letter to encourage feedback. A Stakeholder Seminar was held on 14<sup>th</sup> October 2004 which was attended by 56 people. Feedback has been received from 16 participants.
- 3.3 Internal stakeholders received management briefings by Officers on the content of the draft plan. These were reinforced by visits from the Chair of the Fire Authority accompanied by Principal Officers to all stations, HQ, BTC and Fire Control. In all 28 workplace visits took place engaging a total of 551 staff.

### Encouraging Feedback

- 3.4 To assist the public and stakeholders to express their views, this year a short questionnaire was produced, which was available on pre-paid postcards and also placed on our website. The questions were generic but there was space for additional comments to be made. (Copy attached as Appendix 1), A breakdown of the responses made to these questions is shown in Appendix 2 attached.
- 3.5 The questionnaire was vetted by the Public Relations Office of Nottinghamshire County Council to ensure that the questions were balanced. There has been some internal stakeholder criticism of the questions, suggesting that they were worded to create a positive response, however the L(I)RMP team consider this not to be the case. The questions were similar to those asked by other Fire and Rescue Authorities in the Country. Appendix 3 shows a sample of public responses to the consultation from those people who wish to either identify themselves or remain anonymous, these responses represent both positive and negative feedback.
- 3.6 The Fire Brigades Union produced their own questionnaire, which was circulated by them and had the freepost address upon it. These questionnaires were collected at HQ and returned to the FBU for that organisation to collate and produce a summary response. A report entitled 'Preliminary Observations on Nottinghamshire Fire Authorities Year 2 Local (Integrated) Risk Management Plan' has been produced and a response from the Fire Officers' Association has also been received. Both documents are available should Members wish to view them. No formal response has been received from the Retained Firefighters Union.

### Summary of Effectiveness of the Consultation

- 3.7 The summary of the effectiveness of the consultation is as follows,
- 492 'hits' on the IRMP page of the website. (up to 1<sup>st</sup> December 2004)
  - 246 downloads of the IRMP documents. (up to 1<sup>st</sup> December 2004)
  - 11 email questionnaires received. Inc 6 from employees
  - 28 web forms
  - 375 postcards received.
  - 12 letters from stakeholders (3 NHS PCT's, 1 Police, 4 Local Authority, 1 Fire Officers' Association, 3 Others)
  - 1 report (FBU)
  - 28 workplace visits by the Chair of the CFA, 551 people attending
  - 56 people attending the stakeholder seminar.
  - 40 Letters from NFRS employees

As can be clearly seen this consultation elicited a far greater response than occurred for the 2004 / 05 Draft IRMP (a total of 86 written or email responses). Members will have already received detailed information on the full written responses received.

### Significant Findings

#### Duty Systems

- 3.8 The overwhelming majority of responses from employees made reference to the aspiration to revise duty systems to permit true 24-hour working. In particular these responses aligned themselves to a desire to retain the status quo three of these

responses also made reference to the crewing of appliances, and in particular to the reduction of fire cover at night, despite no reference to this within the draft plan.

- 3.9 There were seven responses from external partners and consultees on crewing, all of whom supported the principle of staffing resources to meet demand, but several made reference to be proportionate to risk and the need for calling in additional staff.
- 3.10 Both the identified and anonymous postcard responses indicated a low level of support for matching resources to demand (between 3% and 6%).

#### Responding to Road Traffic Collisions (RTC)

- 3.11 There were seven responses from employees, all of whom expressed a wish to keep the Rescue Tenders and protocols as at present. Of the two external consultees who discussed this topic one advocated keeping the Rescue Tenders as at present, whilst the other eluded to placing RTC provision in areas of need, in particular the Newark and Sherwood, Bassetlaw and City areas.

#### Special Appliances

- 3.12 Two returns from employees made reference to maintaining the status quo for staffing special appliances rather than exploring alternative methods.

#### Community Engagement

- 3.13 Ten of the written external responses broadly supported the Authority's proposal to improve engagement with communities, however most commented that this should not be detrimental to the organisation's response capability i.e. the ability to 'turn out'.
- 3.14 Of the postcard responses relating to community engagement (questions 3 and 4) a significant majority appear to be opposed to those elements of community engagement

#### Community Safety Education, Avoidable Injury Prevention and Wider Health Agenda

- 3.15 Of the three returns from employees on community safety education all were positive about its benefits and saw it as an essential area of service provision. Of the twelve responses from partners ten were supportive of the Authority's proposals for Community Safety Education, with a further nine recognising and supporting the Authority's ambitions for Avoidable Injury prevention and tackling the wider health agenda. Two of these praised current advances made by the Arson Task Force and were supportive of future proposals.
- 3.16 Of the postcard responses relating to community engagement (questions 3 and 4) a majority of the anonymous returns (66%) appear to be opposed to providing any form of community safety education. However the responses where contact details were provided showed broad support for this ideal (66%). Likewise the anonymous postcard responses opposed having a local place for safety advice (88%), whilst the identified responses opposed this by a smaller majority (55%)

#### Partnership Working

- 3.17 Nine of the external responses supported the Authority's proposal to explore sharing resources with other partners and agencies, including some outline offers of such

within the responses. Only 10% of identified postcard responses supported this ideal, whereas anonymous responses opposed sharing resources by some 98%.

#### Current Year IRMP

3.18 A number of consultees, predominately staff, made reference to issues that had already been through a consultation process and are included within the current IRMP. These issues include the Aerial Appliances and Co-Responding.

#### **4. FINANCIAL IMPLICATIONS**

The cost of the public consultation exercise was within the approved budget allocated to the IRMP project for the year 2004/05.

#### **5. PERSONNEL IMPLICATIONS**

Staffing for the consultation process comes from within the L(I)RMP team structure previously approved by the CFA

#### **6. EQUAL OPPORTUNITIES IMPLICATIONS**

There are no equal opportunities implications arising from this report.

#### **7. RISK MANAGEMENT IMPLICATIONS**

The Local (Integrated) Risk Management Plan is an integral part of the Fire & Rescue Services National Framework and its outcomes will form the basis of future corporate strategies and action plans.

#### **8. RECOMMENDATIONS**

That the contents of this report be noted and considered as part of members wider discussion on the 2005/2006 Local (Integrated) Risk Management Plan.

#### **9. BACKGROUND PAPERS FOR INSPECTION**

9.1 All consultation responses are available for viewing by upon request. Appointments should be made via the Information Services Department at Fire Service HQ.

9.2 It should be noted that some of the consultees identified that they wished to remain anonymous and that access to consultation responses by non-Authority persons / organisations may need to be controlled

Paul Woods  
**CHIEF FIRE OFFICER**

**QUESTIONS – L(I)RMP QUESTIONNAIRE**

- Q1 Have you read our proposals?
- Q2 Should the Fire and Rescue Service improve public safety by providing education and other services to prevent fires and other avoidable accidents?
- Q3 Would you like to see Firefighters out more in your community other than attending emergency incidents?
- Q4 Would you like the opportunity of fire stations being available for wider community use?
- Q5 Would you like access to a place, local to you, to get safety advice on fire and other hazards?
- Q6 The number of emergency calls the Fire and Rescue Service receives follows a set and predictable pattern during every 24 hour period. Do you think that the Fire and Rescue Service should vary it's staffing to meet these differing levels of demand?
- Q7 Do you think that the Fire and Rescue Service should explore sharing resources with neighbouring fire Services and other agencies?

*All the above questions have Yes, No, Not Sure as a response.*

**SUMMARY OF L(I)RMP QUESTIONNAIRE RESPONSES**

Q1 - Have you read our proposals?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	347	162	185	28
<b>NO</b>	28	22	6	0

Q2 - Should the Fire and Rescue Service improve public safety by providing education and other services to prevent fires and other avoidable accidents?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	164	109	55	16
<b>NO</b>	160	55	105	11
<b>NOT SURE</b>	51	21	30	0

Q3 - Would you like to see Firefighters out more in your community other than attending emergency incidents?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	28	15	13	6
<b>NO</b>	323	153	170	20
<b>NOT SURE</b>	24	19	5	1

Q4 - Would you like the opportunity of fire stations being available for wider community use?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	23	19	4	5
<b>NO</b>	332	153	179	20
<b>NOT SURE</b>	20	14	6	2

Q5 - Would you like access to a place, local to you, to get safety advice on fire and other hazards?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	103	80	23	8
<b>NO</b>	260	98	162	15
<b>NOT SURE</b>	12	6	6	4

Q6 - The number of emergency calls the Fire and Rescue Service receives follows a set and predictable pattern during every 24 hour period. Do you think that the Fire and Rescue Service should vary it's staffing to meet these differing levels of demand?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	16	10	6	3
<b>NO</b>	354	175	179	22
<b>NOT SURE</b>	5	1	4	2

Q7 - Do you think that the Fire and Rescue Service should explore sharing resources with neighbouring fire Services and other agencies?

	<b>POSTCARDS</b>	<b>DETAILS GIVEN</b>	<b>ANONYMOUS</b>	<b>WEB</b>
<b>YES</b>	21	17	4	5
<b>NO</b>	338	154	184	18
<b>NOT SURE</b>	16	15	1	4

### SAMPLE QUOTATIONS FROM L(I)RMP RESPONSES

*“The work of the Brigade to target areas where higher than average levels of primary and secondary fire starting exists is commendable” - Nottingham Drug and Alcohol Action Team*

*“The need for RTA tenders in specific areas of the county cannot be over emphasised” – Nottingham Drug and Alcohol Action Team*

*“In response to key drivers from central government and local community needs, the fire authority has used latest evidence and creative thinking to develop a challenging and innovative community safety agenda” – Gedling NHS PCT*

*“Preventing accidents – this should be a shared initiative with the Fire Service, the Health and Safety executive, Police and the NHS and not the Fire Service alone” – B Harlow*

*“Our only concern is that the broader remit of the Fire and Rescue Service does not dilute the resources currently available “– Bassetlaw NHS PCT*

*“The County Council recognises that IRMP seeks to increase efficiency and effectiveness” – Emergency Management and Registration*

*“This is without doubt the most damaging proposal in the plan – I personally have built my life around the current shift system, in particular the child care provision for my young family” – T Cleminson*

*“I welcome the proposals to prioritise the prevention of fires in the homes of vulnerable people and the plans identified to reach out to the communities most at risk” – Jane North*

*“I appreciate it may be hard to change the way that fire officers currently use their time when not attending an incident, but with good planning and motivation it should be successful” – Richard Naish*

*“Firefighters should be available 24 hours a day across the county, especially at night as this is when people are most vulnerable” – Louise Coates*

*“I do not wish to see emergency cover in Notts reduced under any circumstances” – Anonymous*

*“Having read some of the proposals if the system isn't broke why try to fix it?” - Anonymous*