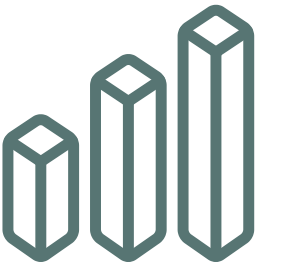
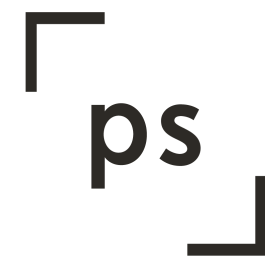




Emergency Cover Review.

Public Consultation Report.

November 2022.



Contents.

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Summary.

Highlights from the emergency cover review consultation

Introducing the emergency cover review consultation.



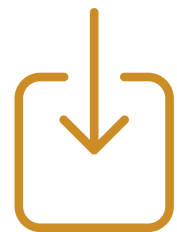
The aim of the consultation was to seek views and gather feedback on the service's emergency cover review

The emergency cover review is to ensure that the service's emergency response remains effective and efficient, and that it is well equipped to respond to future challenges



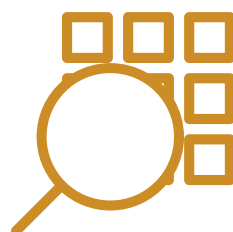
Consulted with staff, stakeholders and the public between July and October 2022

The consultation was communicated and shared in various ways, such as through social media, making paper versions available in libraries and direct invites to email subscribers and key stakeholders



1,224 responses received across the public survey, staff survey and direct letters or emails

This comprises of 928 responses from local residents, 234 responses from staff and 62 contributions from stakeholders including town/parish councils, local authorities and neighbouring fire and rescue services



This report focuses on feedback from stakeholders and residents received in the public consultation survey

Principles and approach to the emergency cover review.



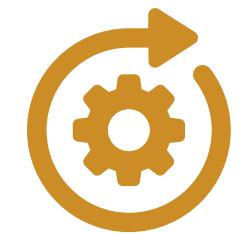
Most respondents across stakeholders and the public recognised the importance of many principles guiding the review, particularly the need to meet response standards

Four in five staff respondents feel considering the impact of any changes on staff is very important, and many comments from the public suggested that staff should be 'on board' with any changes. Relative to other principles, considering the impact of climate change is seen as less important.



The majority of stakeholders and residents feel the proposals within the review represent value-for-money

The agreement level is high amongst stakeholders (82%) and local residents (79%). There were a number of positive comments in recognition of long-term investment planned for the service.



Around three in four respondents to the public survey agree that the emergency cover review reflects the most effective and efficient use of resources for the whole of Lancashire

77% of stakeholders and 75% of local residents who responded to the survey agree with this statement.

Introducing new crewing systems.



Public and stakeholder respondents are generally supportive of the proposal on the basis that it does not impact on response times and staffing levels

Two thirds of residents and stakeholders agree with the proposal to introduce the flexible wholetime duty system, with some comments indicating that they feel the views of firefighters are more important. Strength of agreement amongst stakeholders is lower amongst town and parish council representatives.



More public respondents agree than disagree with the proposed introduction of flexible day crewing in St Annes and Penwortham, but a significant number remain neutral as they "don't live in the areas"

Nearly half of respondents who live in the Fylde and South Ribble district areas disagree with the proposed crewing change in St Annes and Penwortham respectively. The main reasons given for disagreeing were concern around any delay in response times, the impact of population and housing growth and what it would mean for staff working at those stations.

Climate change emergencies.



There is strong agreement amongst stakeholders and residents with the overall approach to dealing with climate change emergencies

89% of residents agree with the approach, rising to 95% of stakeholders. Comments reveal a recognition of the changing environment and need to be prepared and respond.



The majority agree with the proposal to introduce fire appliances with off-road capabilities

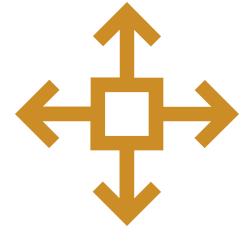
93% of stakeholders and residents agree with this proposal.



There is also strong agreement amongst stakeholders and residents specifically with the proposed introduction of specialist flood water incident management

91% of resident respondents and 93% of stakeholders agree with the approach. Residents were most likely to comment on the general need around flooding incidents and the role other authorities should be taking on prevention, such as house building and drainage.

Other proposals in the review.



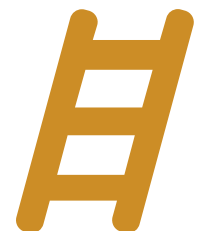
Three quarters of resident respondents agree with the proposal to move resources around the county using dynamic cover software

84% of stakeholders also agree with the proposal. Supportive comments on this proposal recognised the value of data and software in becoming more efficient so long as any systems are reliable and back up options are in place. Any disagreement with the proposal appears to be around a concern that the human and local input of such decisions would be lost.



Nine in ten public respondents agree with the proposal to expand training opportunities for on-call firefighters

90% of stakeholder and resident respondents agree with the proposal. There was general recognition of how it could make on-call firefighting more appealing for recruitment.



Comments on strengthening the response to incidents in high-rise and commercial buildings show recognition of the need to invest in this area

Comments from residents and stakeholders on this proposal were overwhelmingly positive.

Introduction.

Consultation background, methodology and response

Introducing the emergency cover review.



What is the emergency cover review?

Periodically Lancashire Fire and Rescue Service undertake an emergency cover review (ECR) to ensure that their emergency response remains effective and efficient, and that they are well equipped to respond to future challenges. Their strategic assessment of risk identifies the greatest risks to the people and communities of Lancashire, and their community risk management plan and supporting strategies set out how they respond to them.

They have assessed the locations, numbers and types of fire stations and appliances against community risks and incident levels across the county. Duty systems have also been reviewed to establish more sustainable and effective crewing arrangements. The ways they operate evolve as risks to public safety change.

The proposals in the ECR aim to strengthen the Service's response to climate change emergencies by introducing fire appliances that can travel off-road in areas prone to flooding and wildfires. They are also enhancing their capabilities in relation to high rise building and commercial fires, with no reduction in the overall number of fire stations or appliances in the county. Changes to crewing arrangements are proposed at some stations, based on risks and incident levels in the area, and the introduction of a more flexible and resilient duty system.

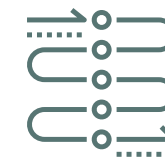


Proposals for consultation within the emergency cover review



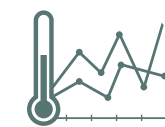
Introduce more resilient and flexible crewing arrangements

Introduce a flexible wholetime duty system at seven fire stations and flexible day crewing at St Annes and Penwortham



Optimise emergency cover through dynamic cover software

Introduce a software system that provides dynamic cover data to inform decision-making on how best to deploy resources to incidents



Strengthen response to climate change emergencies

Invest in fire appliances with off-road capabilities in areas at risk of wildfires and flooding and introduce specialist flood water incident management



Strengthen firefighting and rescue capabilities in high-rise and commercial buildings

Introduce a 45m aerial ladder platform and invest in two additional water tower appliances



Broaden on-call firefighting capabilities to strengthen operational response

Expand training opportunities to enable on-call firefighters at some stations to crew proposed new vehicles and equipment



Visit lancsfireandrescue.org.uk/emergencycover for more about the emergency cover review

Consultation approach.



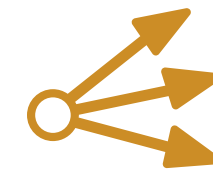
Consultation methodology

Lancashire Fire and Rescue Service commissioned PS Research to support the consultation of the emergency cover review.

A public consultation survey was developed to capture views and feedback on proposals within the emergency cover review. This was aimed at local residents and stakeholders, such as local organisations/representatives, public sector partners and businesses. A separate staff consultation survey was developed with more specific information and questions relating to some of the proposals. This report focuses on feedback to the public survey.

Supporting the consultation survey was a consultation information document and a video explaining the emergency cover review and proposals covered in it. These were signposted within the online survey and available on the Lancashire Fire and Rescue Service website. In addition to an online survey, a paper-based version was made available in libraries across the county for anyone who might not have access to a computer or the internet.

The consultation launched on Friday 22 July and closed on Friday 14 October 2022, a period of 12 weeks.



How the consultation was shared

Public

- Available on service website and social media channels, and paper copies on request
- Paper copies available at 13 libraries across the county
- Sent to 60,000+ public email subscribers
- Shared in Facebook groups such as flood action groups and local community groups across the county
- Press release sent to the media
- Digital adverts across Lancashire
- Facebook adverts in St Annes and Penwortham
- Sent to young people via The Prince's Trust and Fire Cadets teams

Stakeholders

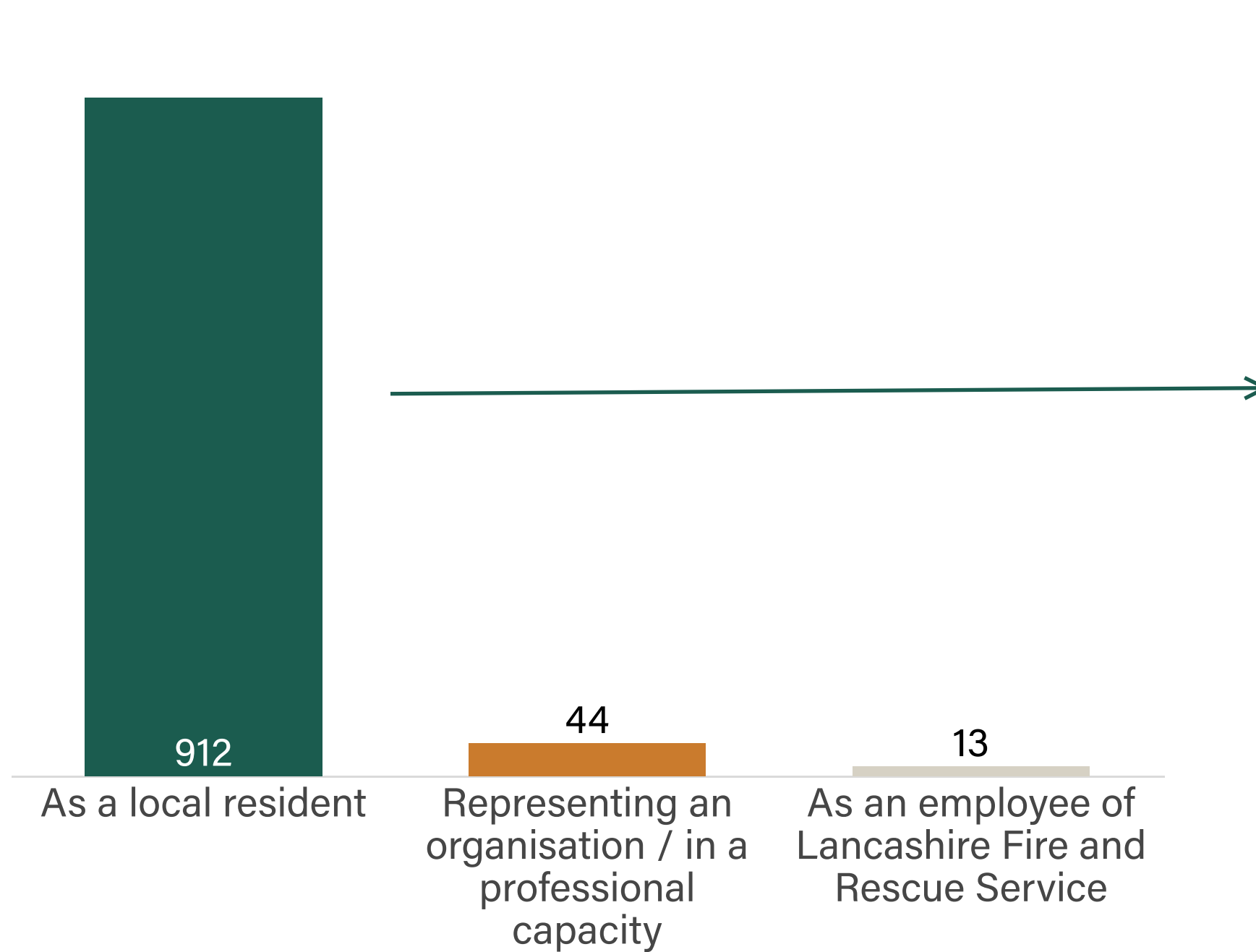
- Sent directly to 300+ key stakeholders including local authorities, town and parish councils and other emergency services
- Sent to business networks

Staff

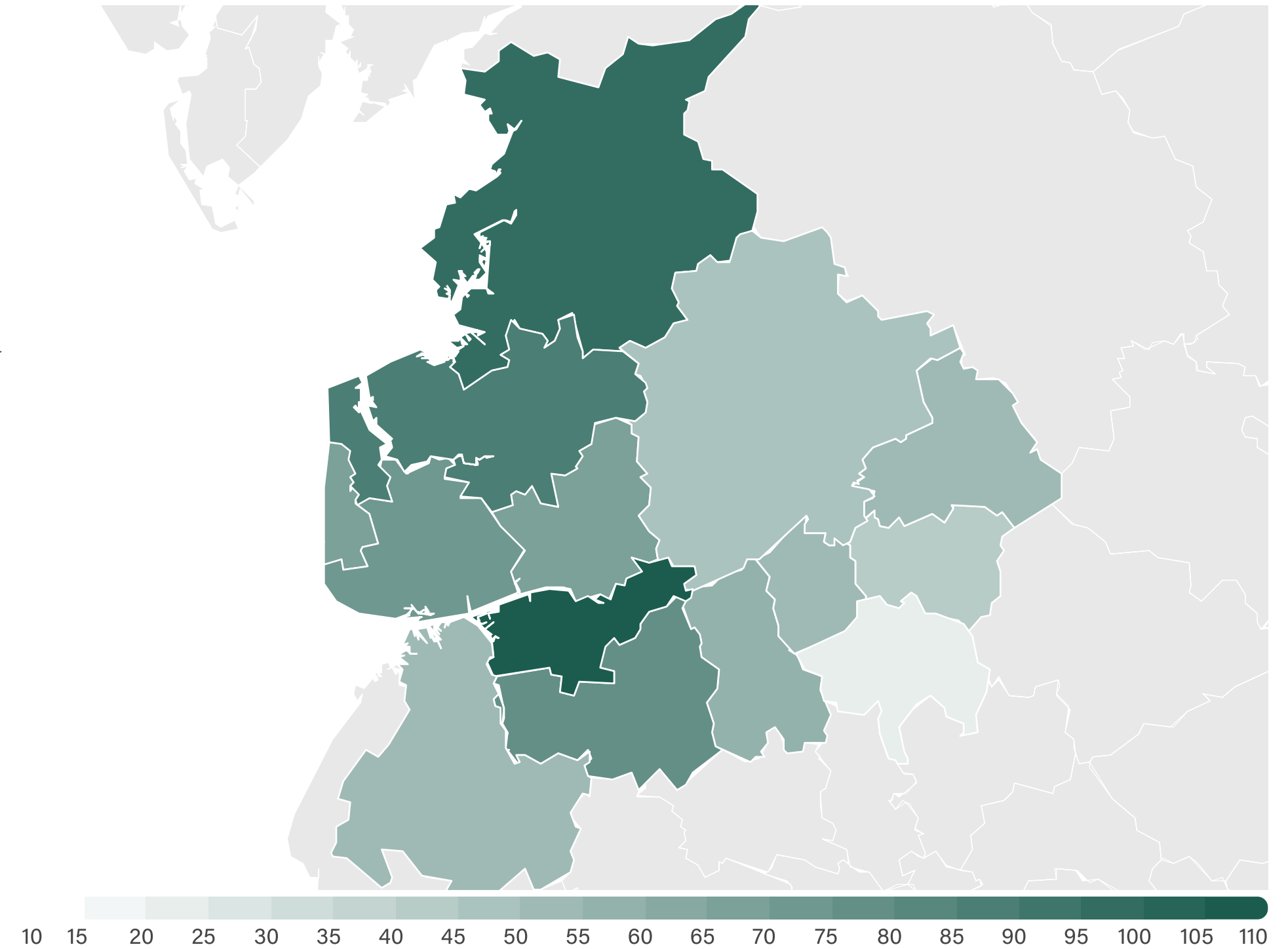
- Available on service intranet, staff newsletter and paper copies on request
- 27 staff engagement sessions with firefighters plus additional sessions with managers
- Sent to the service's employee voice groups

Public consultation response.

969 responses were received to the public consultation survey, with the majority from local residents. Of the resident respondents, they were most likely to live in South Ribble or Lancaster.



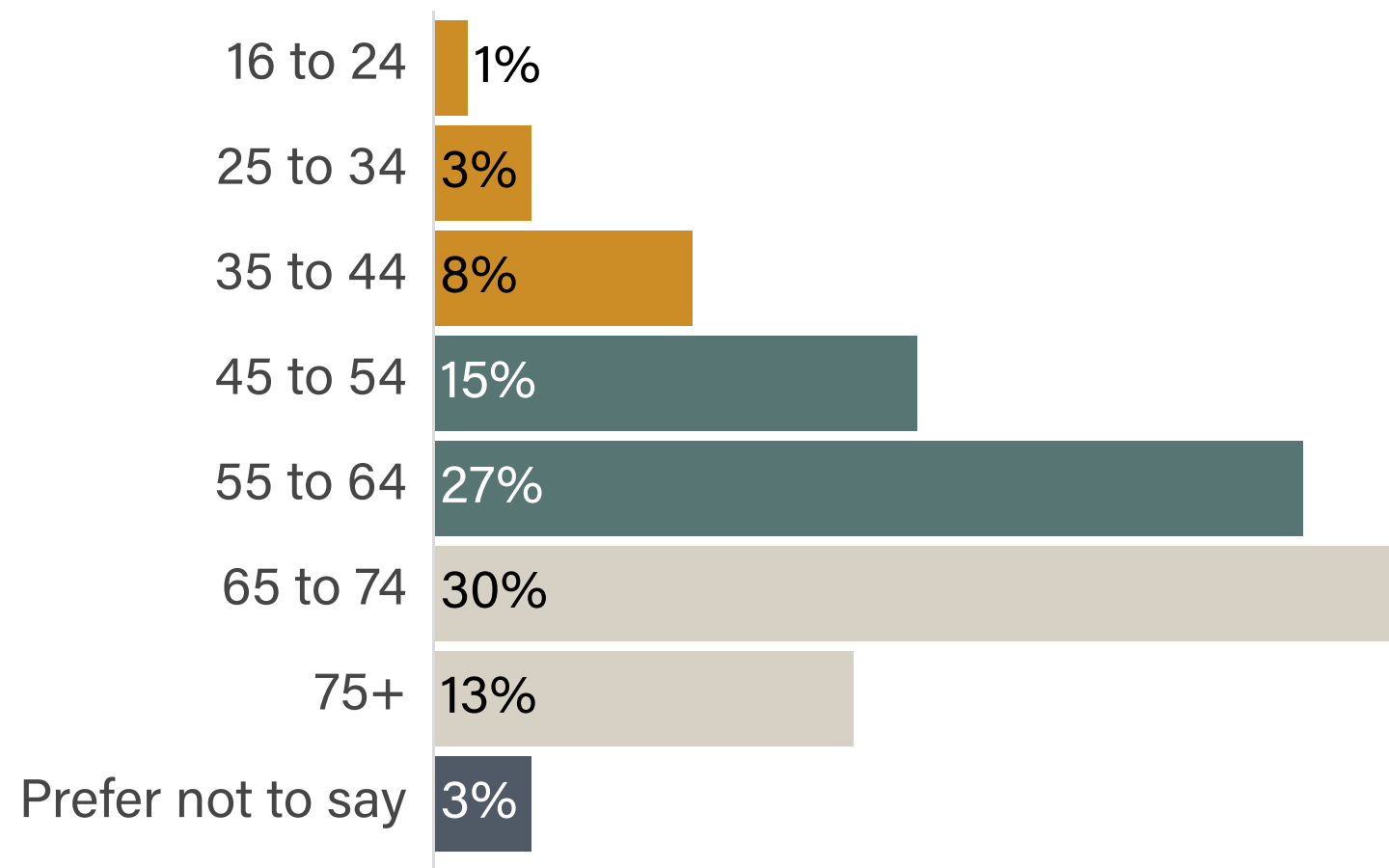
An extended version of the survey was created specifically for members of staff to collect their detailed feedback and is available in a separate report



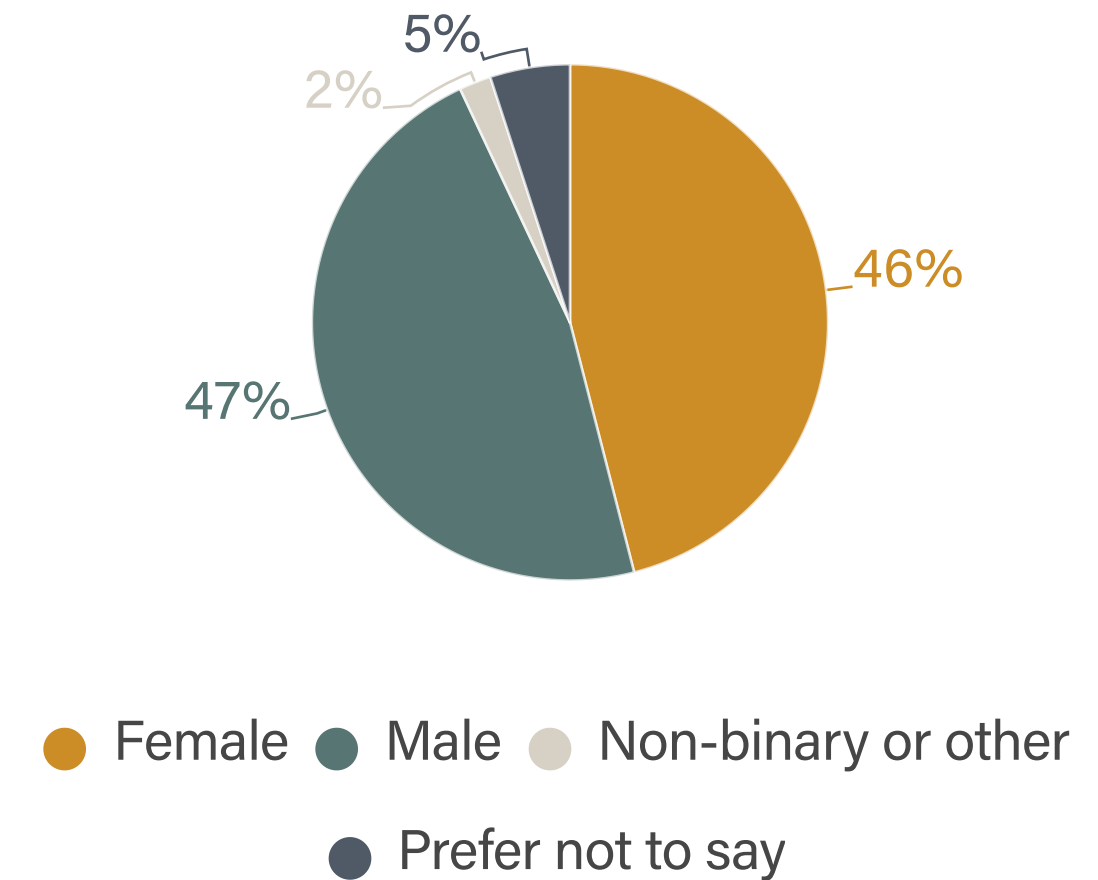
Scale in the map is number of responses received to the survey

More about local resident respondents.

Residents who responded to the survey were more likely to be older (n = 912)



There was an even split of female and male respondents (n = 912)



Around a quarter (24%) indicated that they have a physical, sensory or mental condition or illness that is expected to last 12 months or more
65% selected 'no' and 11% 'prefer not to say'

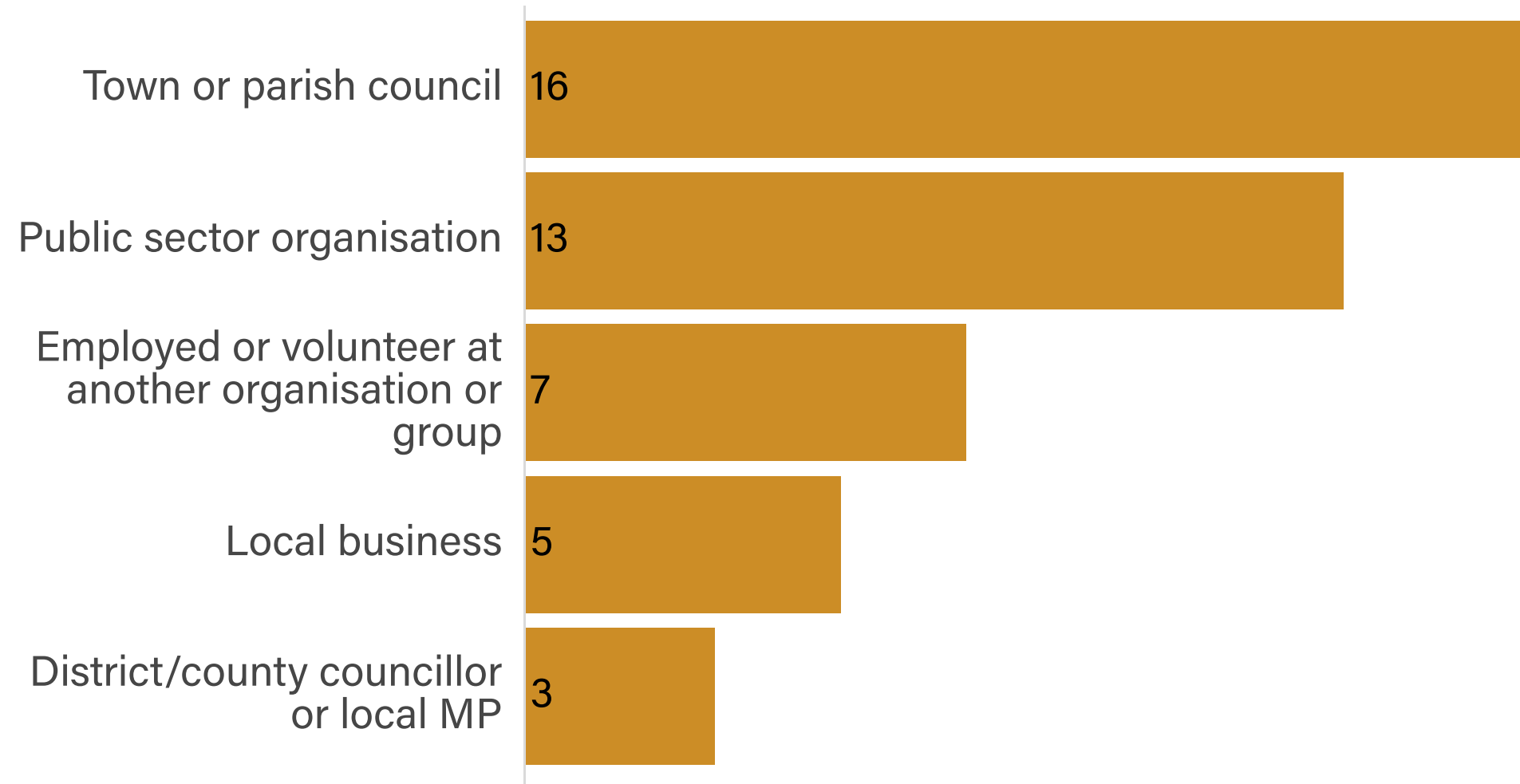


The majority (86%) of respondents are of English, Welsh, Scottish, Northern Irish or British White ethnicity
10% selected 'prefer not to say'

Stakeholder responses most likely to be from town or parish councils or a public sector organisation.



Q. How would you describe the organisation you are representing? (n=44)



An additional 48 responses were received by letter or email

- 3 letters from a neighbouring service, a local authority and a town council
- 10 emails from local councillors
- 5 other stakeholder emails from local authorities, emergency service workers and a voluntary organisation
- 14 emails from Lancashire Fire and Rescue Service employees
- 16 emails from members of the public

Of the feedback received this way, there was some general support from a neighbouring fire and rescue service and local voluntary organisation. Staff members responding in this way generally had specific points and questions to make around crewing proposals, particularly the Penwortham area, including:

- Querying relevance of data used for the review, particularly around Penwortham
- Other factors to consider, such as scale of housing developments around Penwortham
- Questioning the number of staff who live in the Penwortham area

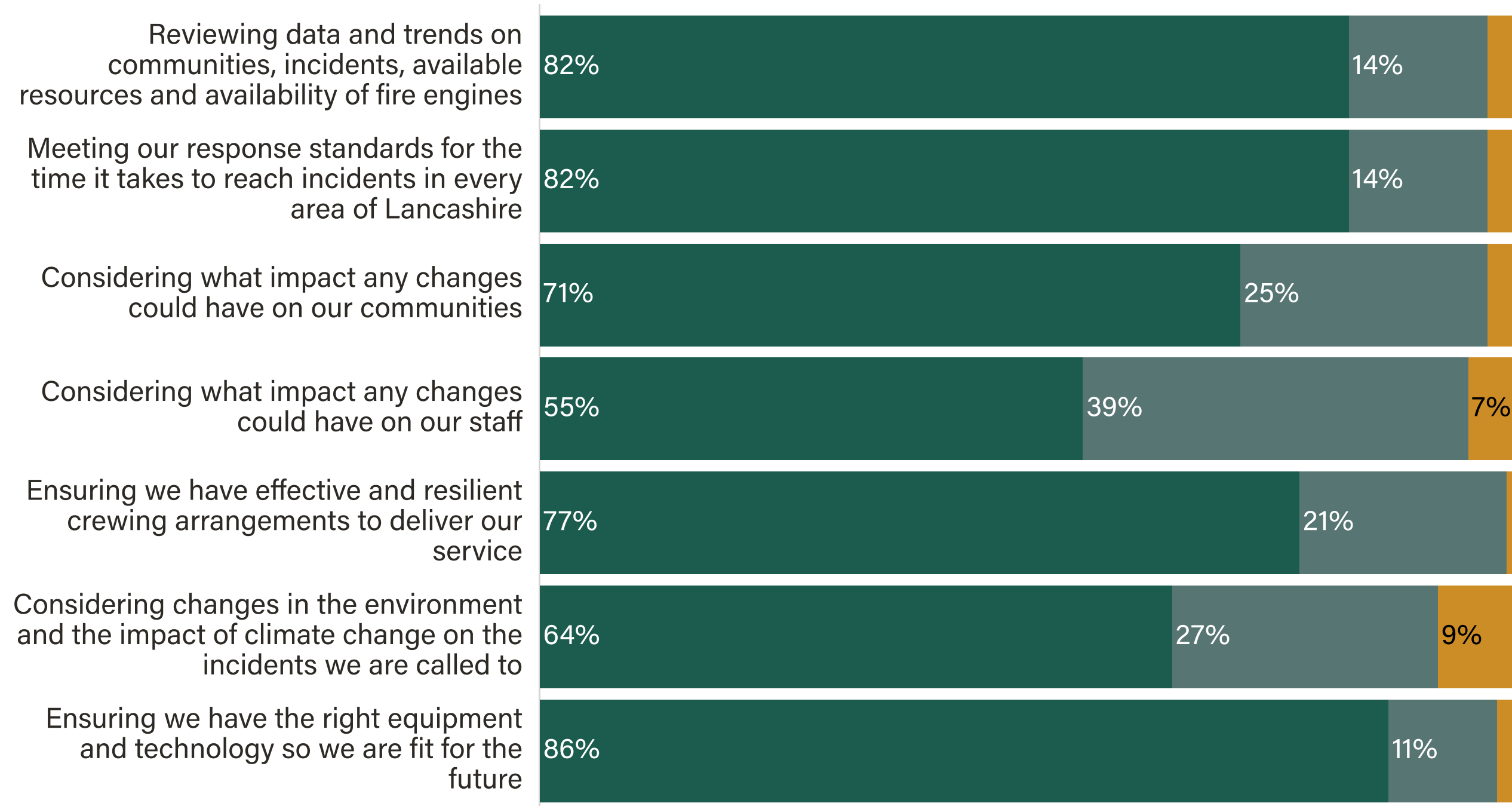
- Town or parish council representatives were from across the county
- Public sector organisations included five district councils, the Environment Agency, North West Ambulance Service, North West Fire Control and two neighbouring fire and rescue services (an additional fire and rescue service responded in support by letter)
- Other organisations or groups included United Utilities and a number of charities

Stakeholder feedback.

Feedback from partner organisations, local councils and businesses

Feedback on the principles behind the review.

Q. How important do you think each of these should be in shaping an efficient and effective fire and rescue service? (n = 44)



● Very important ● Important ● Moderately important to not important at all



Stakeholders were more likely than staff to feel reviewing data and trends as part of the review is very important. They are also more likely to feel the focus on having equipment and technology for the future is very important.

Public sector representatives were more likely than others to feel considering the impact on staff is very important: 77% versus 56% who represent a town or parish council. Public sector respondents also feel considering the impact of climate change is very important (85%).

Overall views on the emergency cover review.

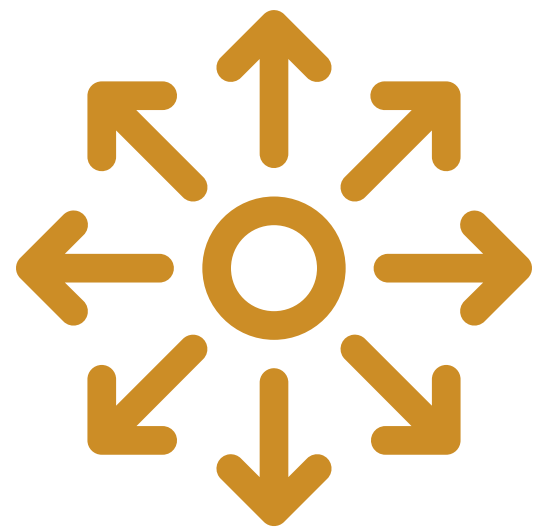


82%

Stakeholder respondents who agree that the proposals in the consultation represent value-for-money

- 14% are neutral or do not know; 5% disagree
- Town or parish council representatives were less likely to agree: 69% compared to 100% of public sector respondents

"Whilst £200k is a lot of money, overall as a proportion it is a relatively small increase considering the emergency cover review proposes a lot - therefore provides high value-for-money"



77%

Stakeholder respondents who agree that the emergency cover review reflects the most effective and efficient use of resources for the whole of Lancashire

- 16% are neutral or do not know; 7% disagree

"I think changes are essential in view of threats posed by climate change and it can only be done by financial investment linked to forward planning"

"This review is long overdue and will go a long way to making your service more efficient "

Two thirds of stakeholders agree that the flexible wholetime duty system will provide efficient and effective cover.

Q. To what extent do you agree or disagree with the following statements? (n = 44)

91%

Stakeholder respondents who agree that ensuring response standards can be met is the most important consideration if introducing a new crewing system

- 7% are neutral or do not know; 2% disagree

"If the proposed changes don't improve or meet response times could the system revert back to the old way of working."

"It matters not what shift patterns the service adopts as long as the service is not compromised"

64%

Stakeholder respondents who agree that the flexibility offered by the flexible wholetime system would appeal to people considering joining the service

- 30% are neutral or do not know; 7% disagree

"Having met with constituents working in Lancashire FRS they have expressed to me their concerns, which I share, that this new system will make the job less predictable and therefore less flexible when managing family life"

66%

Stakeholder respondents who agree that the proposal to introduce the flexible wholetime duty system will provide efficient and effective emergency cover

- 23% are neutral or do not know; 11% disagree



Strength of agreement for the flexible wholetime proposal is lower amongst town or parish council representatives compared to public sector respondents: 13% of the former strongly agree with the proposal compared to 54% of the latter.

 Visit lancsfirerescue.org.uk/emergencycover for information about the flexible wholetime duty system

Half or less of stakeholders agree with the FDC system proposed in St Annes and Penwortham.

Q. To what extent do you agree or disagree that the proposals to replace day crewing plus (DCP) duty system with flexible day crewing (FDC) provides effective and efficient emergency cover in...? (n = 44)

50%

Stakeholder respondents who agree that the FDC system provides effective and efficient emergency cover in St Annes

- 39% are neutral or do not know; 11% disagree

45%

Stakeholder respondents who agree that the FDC system provides effective and efficient emergency cover in Penwortham

- 45% are neutral or do not know; 9% disagree



Due to the locality-specific nature of these proposals, half of town or parish council representatives were neutral.

"So long as the quality and response times are not negatively impacted, this seems like a valid plan."

"The wider impact of the proposals on Preston and across South Ribble and Chorley is not reflected properly in the data. Insufficient weight appears to have been placed upon potential new developments in the local community"

"The proposal appears to cost more money, reduce hours of cover and reduce response times. I would also be interested to know how much money was spent in creating accommodation at these stations and how this accommodation will be repurposed if it is no longer required."

Feedback on proposals relating to climate change emergencies.

93%

Stakeholder respondents who agree with the proposal to introduce fire appliances with off-road capabilities in areas at risk of wildfires and flooding

- 5% are neutral or do not know; 2% disagree

93%

Stakeholder respondents who agree with the proposal to introduce specialist flood water incident management

- 7% are neutral or do not know

95%

Stakeholder respondents who agree with the overall approach to dealing with climate change emergencies in Lancashire

- 5% are neutral or do not know



"It is fantastic to see adapting approaches to climate change considered in these proposals. We strongly agree with these."

"It is absolutely key that firefighters have the right equipment and to deal with climate change emergencies and we have had the benefit of seeing this kit in action on recent moorland fires and fully appreciate the benefit it provides to us as Land owners."

"Still needs to be about prevention - hold people accountable for their actions whether its builders, councils, or people who cause fires"

Feedback on other proposals in the emergency cover review.

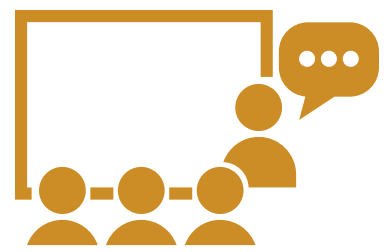


84%

Stakeholder respondents who agree with the proposal to move resources around the county using dynamic cover software

- 9% are neutral or do not know; 7% disagree

"Providing the technology is reliable I believe it would be advantageous. However should technology which is being relied on fail is there a back up or could it potentially put people further at risk"



89%

Stakeholder respondents who agree with the proposal to to expand training opportunities for on-call firefighters to strengthen our operational response

- 11% are neutral or do not know

"It is a great idea as long as staff are happy to take on extra responsibilities and moral does not suffer through people being 'spread too thin'"



Comments from stakeholder respondents on the approach to strengthening firefighting and rescue capabilities in high-rise and commercial buildings was generally supportive

- General support, e.g. "fully agree"
- Recognising need and increase of high-rise buildings in the county

"The use of water towers, in particular for initial first strike offensive fire fighting at waste fires have proven to be an invaluable piece of kit for delivering both high volumes of water and flexibility for these incident types. Increased resilience in the use of these appliances would be welcomed by us "

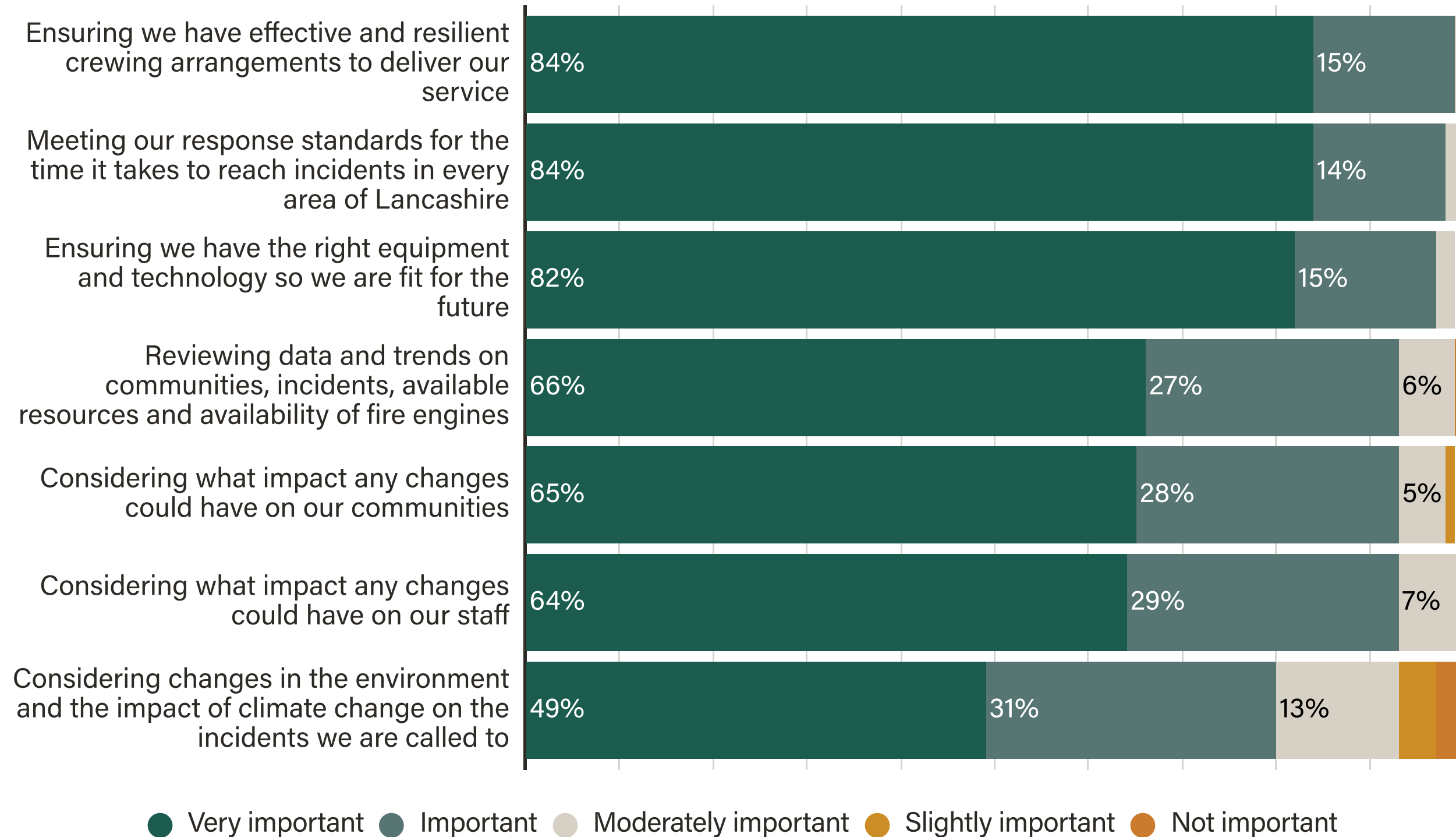
Feedback from local residents on...

Overall approach.

**Feedback on principles guiding the review,
overall views and value-for-money**

Residents feel many of the principles underpinning the emergency service review are very important.

Q. How important do you think each of these should be in shaping an efficient and effective fire and rescue service?



Of the seven principles guiding the emergency cover review, local residents were most likely to feel that having effective and resilient crewing arrangements and meeting response standards for reaching incidents are most important for a fire and rescue service.

Relative to other principles, strength of importance reported by residents is lower for considering changes in the environment and the impact of climate change.

Residents provided a range of additional considerations for the emergency cover review.

Q. Is there anything else you think we should have considered when undertaking our emergency cover review?



Views of fire service and staff / ensure staff are on board with changes / how changes impact staff and their families

"The staff who man these stations should have their views taken into account"



Sufficient staffing to cover all existing emergencies

"Given the ever increasing population and consequent additional housing will the service meet the needs in five to ten years"



Longer response times for 'lower risk' (and rural) areas is not acceptable

"It seems as though you are concentrating resources and efforts in bigger towns and cities and sidelining rural areas which may have less incidents but are already at a disadvantage with attendance times. Smaller places and rural areas should have the same consideration as bigger places and not used as cost cutting areas to subsidise big towns and cities."



Consideration of traffic densities, accessibility of roads and roadworks

"Changes to the roads infrastructure and the flexibility when roads are blocked / closed / being repaired."



Other factors such as increasing population, new housing being built; types of housing (e.g. HMO)



Prevention and education

Four in five residents agree that the proposals in the emergency cover review represent value-for-money.



79%

Resident respondents who agree that the proposals in the emergency cover review represent value-for-money

15% were neutral or do not know; 6% disagree



Residents commented that:

- £200k doesn't feel like a lot of money for the proposals (potentially should invest more)
- 10p per person is a small price to pay
- Overall plan seems sensible
- Happy to invest to make the service more efficient and effective

"A small price to pay for the safety of Lancashire residents"

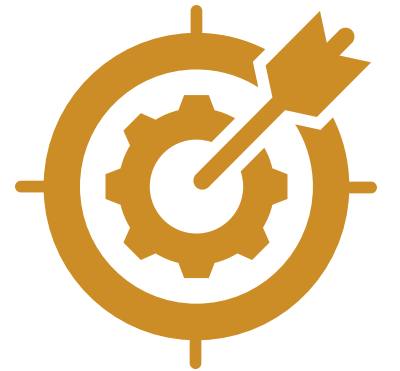
"Sounds impressive as long as it is new money and not money saved from reducing staff"

"I think the improvements and benefits outweighs the cost by far."

"They all sound very sensible but I have no way of evaluating value for money in the context of providing a fire and rescue service."

"I know how difficult it is making best use of public money...this seems a robust, efficient and effective approach"

Three in four residents agree that the emergency cover review reflects the most effective and efficient use of resources.



75%

Resident respondents who agree that the emergency cover review reflects the most effective and efficient use of resources for the whole of Lancashire

17% were neutral or do not know; 8% disagree



Residents commented that:

- Proposals seem well thought out
- Opinion is based on limited knowledge/not experts

"Sounds like a comprehensive set of proposals but I don't know enough about underlying rationale for change to understand whether these are the right or only options"

"On the information provided I tend to agree but I would have been interested to hear if there were any counter-views to the proposals"

"I am not knowledgeable enough regarding all of the various options available."

"It makes sense to review current capabilities and put resources where they are best placed."

Final comments included praise for firefighters and Lancashire Fire and Rescue Service.



Proposals seem well thought out / make sense

"I feel this is a positive proposal and I really hope it improves service for us as the public and the crews who put their lives on the line on a regular basis."



LFRS are doing a good job / thank you for work you do

"The fire service like all the emergency services are probably under appreciated by many - until their services are needed. Hats off to you all."



Thank you for the opportunity to comment

"Your service is going to be increasingly vital to our well-being because of climate change. It's important everyone recognises that and agrees to fully fund it."



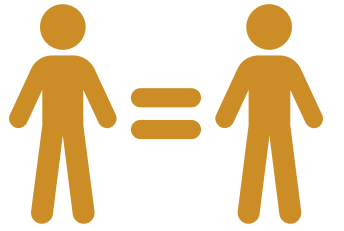
Would be good to get staff views on proposals

"I would support anything that the frontline staff support and are in agreement with."

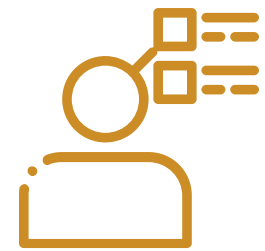


Would have liked more information on the review

Equalities impact summary.



The consultation survey asked respondents for any feedback on the emergency cover review in relation to the protected characteristics in the Equality Act 2010.



Equality characteristics should not matter if they have the ability to do the job

"As long as the person is capable of doing there job it shouldn't matter what race or gender they are"



Consider physically disabled people when responding to incidents

"Are there special risks attached to particular groups and have these been assessed? e.g. the age profile of Lancashire, size of households."



Question the relevance and use of equality demographic questions in the survey

"Please make sure physically disabled people are prioritised because a large number died at Grenfell"

"I don't understand what difference that all makes to the survey. Are you going to discount any particular answer?"

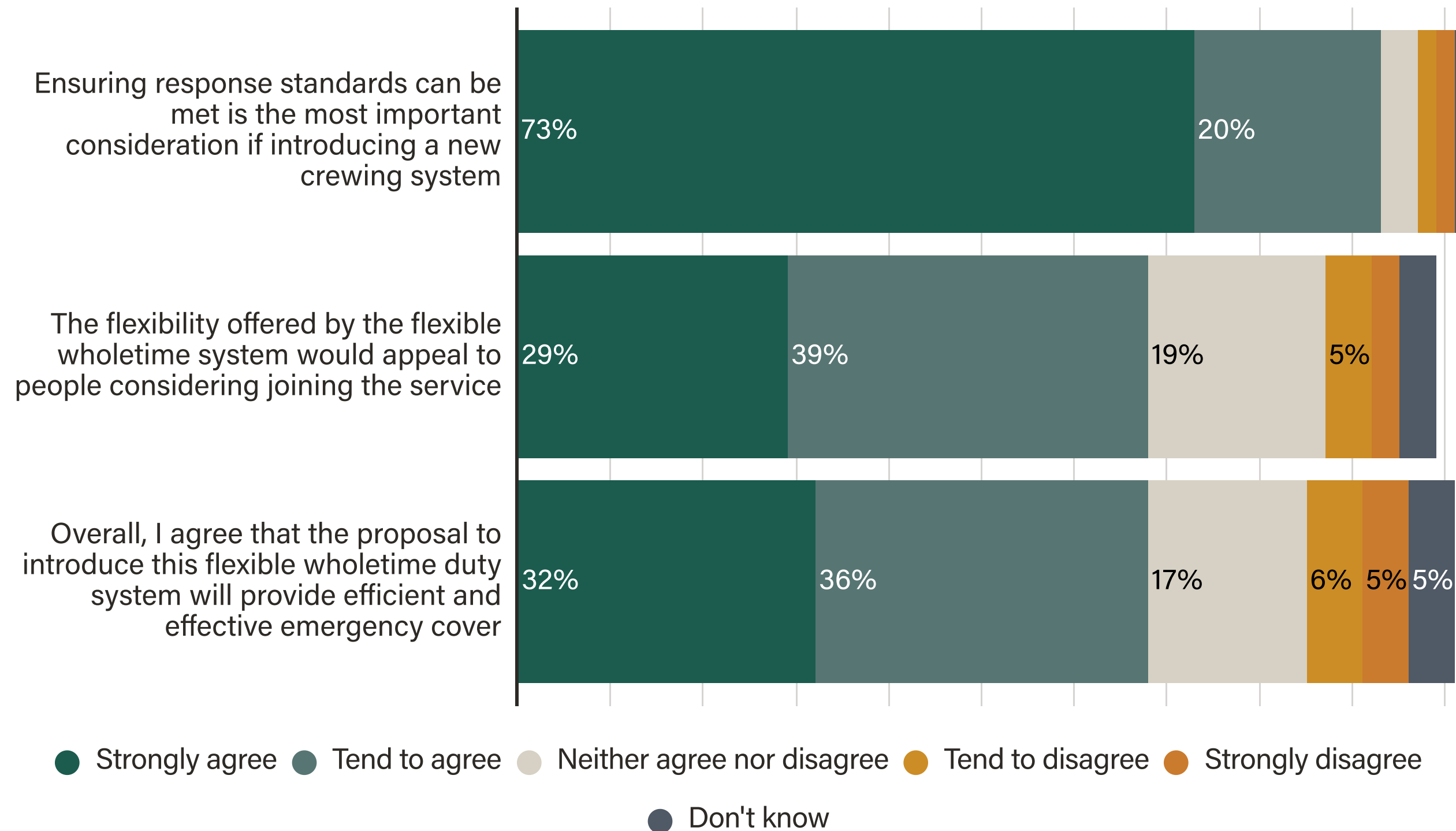
Feedback from local residents on...

Changes to duty systems.

**Feedback on proposed introduction of flexible wholetime crewing
and flexible day crewing**

Two thirds of residents agree with the overall proposal to introduce the flexible wholetime duty system.

Q. To what extent do you agree or disagree with the following statements? (n = 912)



There is strong agreement from residents that meeting response standards is the most important consideration when introducing a new crewing system.

Whilst more residents agree than disagree that the flexibility offered by the duty system would appeal to people considering joining the service, close to one in four were either neutral or indicated that they did not know.

68% of resident respondents agree with the overall proposal to introduce a flexible wholetime duty system whilst 11% disagree.

➔ Visit lancsfirerescue.org.uk/emergencycover for information about the flexible wholetime duty system

Comments were most likely to be about any impact on response times and cover levels.

Q. Do you have any comments about these proposed changes to crewing arrangements or what impact, if any, you feel these could have?



**Good if doesn't impact on response times and staffing levels;
Ability to meet response times/have adequate staffing is key**

"Difficult to know how it will work until it's put into practice, if there are any flaws in the proposal"



Concern over longer response times / reduce in cover

"The flexible wholetime system makes a lot of sense in the present economic climate as long as all staff, full-time & part-time, have the same high level of training & skills"



Makes sense/seems to provide better service/meets response times

"Different areas need different levels of cover and flexibility will work better for some than for others "



We (as public) are not best placed to answer – should be views of firefighters

"Any delay or lessening of emergency cover can only be detrimental to the community AND the emergency crews involved."



Any changes should be trialled/monitored and reviewed

"On the face of it the proposal seems sound, however, some crew may not feel happy with the changes so I would like to know if the crews have been consulted. Only the crews will know if this is a viable proposal given that they will be the ones working it"

There were some specific comments about the impact of this proposal on staff, both positive and negative.

Q. Do you have any comments about these proposed changes to crewing arrangements or what impact, if any, you feel these could have?



Good to offer more flexibility to staff

"A system that makes the fire service career more appealing whilst keeping everyone safe and response times adhered to"



Must prioritise safety, health and wellbeing of firefighters

"Firefighters will struggle to self roster and will find it hard to make the system work with other family members working patterns. It is not a family friendly system"



Good that number of firefighters is increasing



12 hour days / 8pm finish not family-friendly

"Staff based at a fire station will always be ready to respond. Those working flexibly from home may not be able to respond immediately because they are not going to be sitting around waiting for a call and may be involved in other activities."



Some concern over relying on on-call firefighters (i.e. not based at station)

"Flexibility for staff reflects society as it is now & opens up the pool of potential applicants"



May help recruit / retain staff

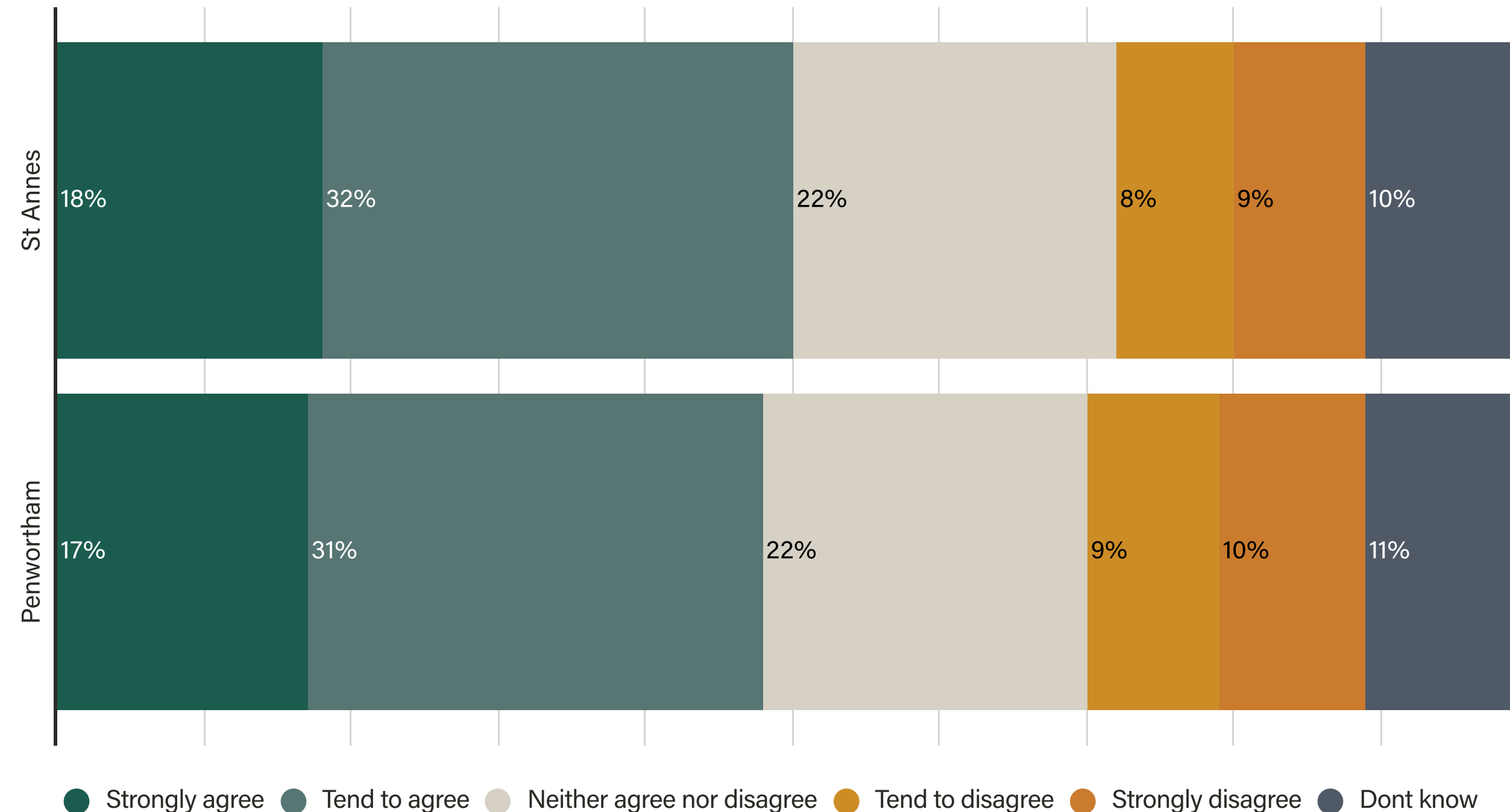
"You talk about the 12hr shifts I believe these are to be 8 till 8, this is absolutely not family friendly "



Should reduce fatigue and improve productivity

Around half of residents agree with the proposals to introduce flexible day crewing in St Annes and Penwortham.

Q. To what extent do you agree or disagree that the proposals to replace day crewing plus (DCP) duty system with flexible day crewing (FDC) provides effective and efficient emergency cover in...?



50% of resident respondents agree with the proposal to replace day crewing plus with flexible day crewing in St Annes, whilst 17% disagree and 32% were either neutral or did not know. Of the 73 respondents from Fylde, 44% agree with this proposal and 45% disagree.

48% of resident respondents agree with the proposal to replace day crewing plus with flexible day crewing in Penwortham, whilst 19% disagree and 33% were either neutral or did not know. Of the 109 respondents from South Ribble, 39% agree with the proposal and 44% disagree.

Visit lancsfirerescue.org.uk/emergencycover for more information about flexible day crewing in St Annes and Penwortham

Wide range of comments on these proposals for St Annes and Penwortham, both positive and negative.



Around a fifth of comments were generic or neutral - "sounds good", "makes sense", "I'm not an expert", "don't live in these areas". Key themes amongst other comments are:



Any delay in response time is unacceptable and will cost lives

"The additional response time at night is unacceptable regardless of there being classed as low. Incidents may never happen until they do happen. No one expected grenfell until grenfell happened"



Good balance of resources and cost

"If the risk in the surrounding areas is low, the response time is not impacted, then why not try it, if it can help boost moral and a healthy life balance, then you should give it a go."



Proposal sounds like it will have minimal impact if areas are low risk

"No loss of service, better employment conditions for staff."



Penwortham is a busy station and rapidly expanding town

"Seems to be a sensible solution in balancing risk and resources across the county"



Not good if staff have to relocate (to expensive areas) and concern that staff will be on-call not based in station

"Unless the crew live next door to the station there is no way they can get up, get dressed and travel to the station to get the appliance in that time you are stating"

Feedback from local residents on...

Climate change emergencies.

Feedback on proposals to introduce off-road fire appliances and specialist flood water incident management

There is strong agreement for the proposal to introduce fire appliances with off-road capabilities.



93%

Resident respondents who agree with the proposal to introduce fire appliances with off-road capabilities in areas at risk of wildfires and flooding
Just 3% disagreed with this proposal



Residents commented that:

- Important to have all terrain vehicles
- Will improve response to rural areas
- Will improve response to floods and wildfires
- Climate change means these incidents will become more frequent
- Many wildfires are started by humans, not climate change – education and prevention also key
- Some feel flooding is more of an issue than wildfires

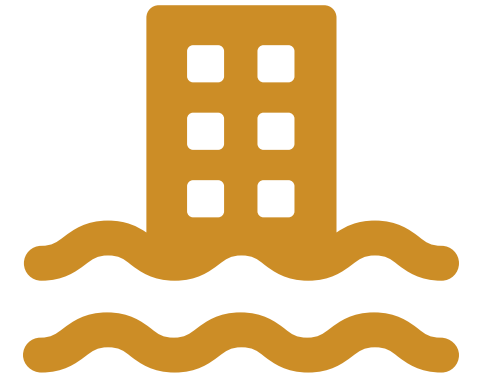
"Seems like common sense - and a bit surprising it's not been done before"

"I live in the Rural part of East Lancashire and am fully aware of the difficulties in accessing parts of this area with normal vehicles - it would be reassuring to know that that has been addressed and will be available."

"Sounds sensible that appliances are more mobile and can get to rural fires more easily"

"If experience has shown that the Fire Service response would be more effective if 'off road' vehicles were available, then this is reasonable. I do not believe these should be termed 'climate change emergencies'. They are wild fires/floods regardless as to the root cause."

There is strong agreement for the proposal to introduce specialist flood water incident management.



91%

Resident respondents who agree with the proposal to introduce specialist flood water incident management
Just 3% disagreed with this proposal



Residents commented that:

- Makes sense/seems necessary
- Flood incidents are increasing, esp due to climate change
- Needs a specialist approach
- Joint working is a positive thing – should be working with local authorities, environment agency etc
- Prevention more important than response long-term / Other authorities should take responsibility for flood prevention, e.g. clearing drains, not allowing building developments on floodplains

"Areas affected by floods are becoming more prevalent and effective barriers and appliances are needed"

"A team of well trained professionals will have better strategies and solutions to dealing with flooding incidents as this will be their main focus."

"Think cause is more important long term than response. Stop building where it floods, improve drainage, improve run off for water in heavy rain. The more we take green space and block rivers, streams etc. the more we will flood. Look at why and fix, not clean up after."

"Flooding is only going to become more frequent, having staff with dedicated training for responding to flooding can only be of benefit to the community."

Nine in ten residents agree with the overall approach to dealing with climate change emergencies.



89%

Resident respondents who agree with overall approach to dealing with climate change emergencies

Just 3% disagreed with this



Residents commented that:

- Makes sense/good proposal
- Service should have the equipment it needs
- Safety of fire service staff is paramount
- Climate change will make things worse, so need to be prepared

"Providing all first responders with equipment to react to a wider range of incidents has to be a good way forward."

"The impact from climate change is only going to increase, being a mainly rural service with a large amount of natural features (rivers, bodies of water and moors/grasslands) LFRS needs to be ready for the change that will occur."

"Changes are certainly happening and crews do need to be trained and ready for such instances. This should not, however, be to the detriment of the "regular" services that are required and provided now."

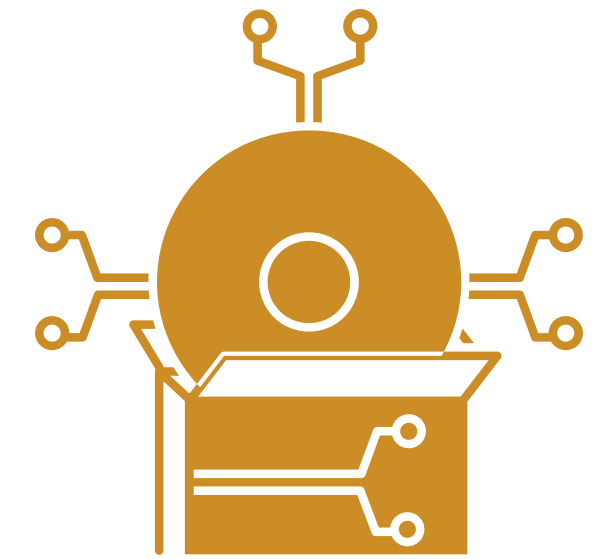
"Climate change is not going away. Things are only going to get worse, as there is little political will to enforce action. You are right to be well prepared."

Feedback from local residents on...

Other proposals.

Feedback on proposals to optimise emergency cover through software, broaden on-call firefighting capabilities and strengthen rescue capabilities in high-rise and commercial buildings

Three in four residents agree with the proposal to introduce dynamic cover software.



76%

Resident respondents who agree with moving resources around the county to provide the most effective and efficient emergency response using dynamic cover software
16% are neutral or do not know; 8% disagree



Residents commented that:

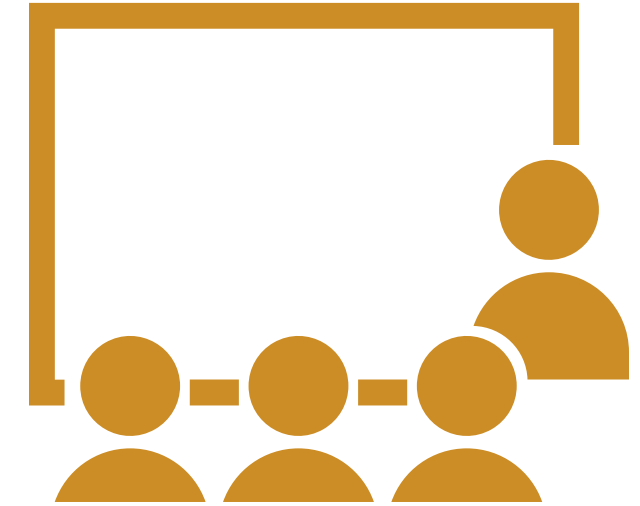
- Seems sensible to use data and software to improve use of resources
- Should improve efficiency and response times
- Still need human input and local knowledge
- Used successfully elsewhere
- Good idea, as long as IT is reliable and there are back up systems in place
- Some concern re frequently moving staff
- Concern over resilience of software and technology

"If technology can mean optimised use of appliances this can only be a good thing!"

"As long as any proposed software has been adequately stress tested and is considered resilient"

"Using your resources wisely is good however I would be concerned about the impact on staff being moved around frequently"

Nine in ten residents agree with the proposal to expand training opportunities for on-call firefighters.



90%

Resident respondents who agree with the proposal to expand training opportunities for on-call firefighters to strengthen the operational response
5% disagree with this proposal



Residents commented that:

- Seems sensible/common sense
- More training can only be beneficial
- Better trained staff means better outcomes
- May help with recruitment
- On call firefighters shouldn't replace full-time firefighters

"Broadening skills of on-call crews can only help improve the service."

"No point having the equipment without sufficient numbers of staff trained to use it."

"Giving on call firefighters training in specialist areas shows that you value them as firefighters alongside their full time colleagues and hopefully will provide you with a pool of expertise you can call on and maybe employ in the future. It will also make on call more interesting and may improve your ability to add and retain staff."

"It's a good idea to build up emergency capacity, but not to replace full time firefighters"

Strengthening response to incidents in high-rise and commercial buildings.



Reiterate need for investment given past tragedies such as Grenfell and the increasing number of high-rise buildings

"Anything to help with this - although I feel high rise blocks should not be allowed to be built in the first place"

"Much needed in light of number of higher buildings."

"I agree with the present proposal, but the emphasis has be be on the building industry making them not necessary, else some day we'll need umpteen of them!"

"Accessing high-rise buildings has always been a problem and probably always will be - ladders can only go so high. Adding better ladders as they are built is an excellent idea."

"Stop allowing the building of unsafe high rise buildings and demolish existing unsafe high rise buildings "



Other suggestions for improving fire safety in high rise buildings, such as reports, checks and sprinkler systems



Comments about prevention and the quality of materials used in high-rise buildings



Querying whether one appliance is enough