



APPENDIX 5 - WARWICKSHIRE FIRE AND RESCUE

IRMP SURVEY RESULTS 2020

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BACKGROUND

Warwickshire Fire and Rescue Service (WFRS) requested Warwickshire residents' views on the following five proposals for their Integrated Risk Management Plan (IRMP) for the next five years (2020-25).

1. Ensure our workforce and ethos reflect the diverse communities we serve.
2. Assess our capabilities to improve our ways of working in response to any future pandemics.
3. Assess our overall resource capacity to ensure our personal and physical assets are in the right place and at the right time to deliver our statutory duties.
4. Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS.
5. Implement digital solutions to enhance our service delivery.

The IRMP demonstrates how WFRS assess and manage foreseeable risks within all its communities. It ensures that Warwickshire remains a safe place to live and work and describes what additional actions are intended to be taken between 2020-25.

A public consultation was run from 14th September to 6th November 2020. The primary means of feeding back was via an online survey designed by the Continuous Improvement and Change team. This was available using the Citizen Space platform on <https://ask.warwickshire.gov.uk/>. Paper copies of the survey or provision in an alternative format could be requested by telephone or email. People were also able to respond to the consultation directly by email or in writing. It is worth noting an alternative format was not requested, an email response was received however by Royal Leamington Spa Town Council (See Appendix 1, page 22).

See Appendix 2 (separate document) for verbatim comments to the open-ended questions within the survey.

The survey was also promoted through several outlets including the WFRS Facebook page, Twitter, Instagram and the Warwickshire Weekly News newsletter; a paid advert was created for Social Media. In addition, it was shared internally through Fire Matters, the Intranet and the W4W Magazine. The Equality, Diversity and Inclusion team developed a marketing media clip for the IRMP which officers from the Fire Service departments took part in. Due to Covid-19 no volunteers were used on this occasion.

The feedback will inform WFRS on respondents' views on the Fire Authority's vision and priorities for the next five years (2020-25). It will also aid the IRMB (Integrated Risk Management Board) in identifying and carrying out evidence-based decisions.

METHODOLOGY

In order to gather the views of Warwickshire residents, an online survey was available on Ask Warwickshire using the Citizen Space platform.

This report is structured in three main sections. First, the key messages from the analysis on the IRMP Survey results. The main section of the report presents the results from the survey which includes more detail than the supplementary infographic. Following this, the third section contains any interesting findings that arose from the cross-tabulation analysis carried out. The final section focuses on general observations gained from the survey results, to aid evidence-based decision for the IRMB.

There will be example quotations for illustrative purposes included throughout this report, so that examples of respondents' views can be seen.



KEY MESSAGES

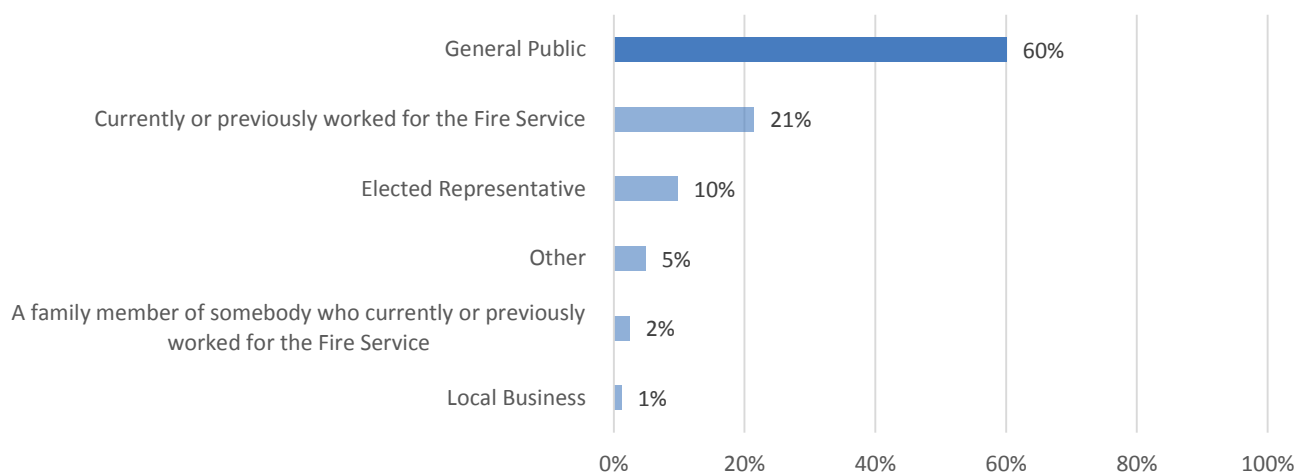
- The IRMP survey received a total of 163 responses, all received online.
- Proposal 3 (Assess our overall resource capacity to ensure our personnel and physical assets are in the right place and at the right time to deliver our statutory duties) was the most agreed with proposal, with 93% agreeing, or strongly agreeing with it.
- No respondent stated Proposals 3 and 5 as being 'Not at all important'.
- Nearly one quarter (22%) of respondents disagreed, or strongly disagreed, with Proposal 1 (Ensure our workforce and ethos reflect the diverse communities we serve), thus making it the least popular proposal.
- Over two thirds (72%) stated the five proposals would help the WFRS prepare for fire related risks and issues over the next five years, opposed to 9% who did not believe this, leaving 18% unsure.
- Over half (60%) of respondents were the general public, with 21% of all respondents stating they currently or previously worked for the Fire Service.
- All districts/boroughs bar Warwick District were under-represented when comparing where the survey respondents resided to the 2019 population estimates for these areas.
- Over four fifths (83%) of respondents were of White ethnicity, 7% being of a Black, Asian and Minority Ethnic (BAME) background whilst the remaining 10% stated 'Prefer not to say' / left the question unanswered.
- Nearly half (46%) identified their religion or belief as Christian, followed by 36% stating they had no religion.
- Nearly half (46%) of respondents were aged 45-59 years, followed by 22% aged 60-74 years.
- Most of the 46 further comments praised the WFRS for their services (n=36).



ABOUT RESPONDENTS

Respondents were asked to identify which statement best described them, and asked which Warwickshire district or borough they lived, or worked in; the results of this are presented in Table 1 & Table 2.

Table 1. Description



The figures in Table 1 indicate that over half of all respondents (60%, n=98) who completed the survey described themselves as the General Public. This is followed by 21% (n=35) who stated that they currently or previously worked for the Fire Service and 10% (n=16) stated they were an Elected Representative. The remaining 8% (n=14) of respondents were made up of other, a family member of somebody who currently or previously worked for the Fire Service and local business.

Table 2. Residence

The Warwickshire district or borough where you live, or work, if you are responding on behalf of an organisation	Survey respondents (% / No.)	2019 mid-year population estimates ¹ (%)
Warwick District	34% (n=55)	24.9%
Stratford-on-Avon District	18% (n=30)	22.5%
Rugby Borough	17% (n=27)	18.8%
Nuneaton and Bedworth Borough	15% (n=24)	22.5%
North Warwickshire Borough	9% (n=15)	11.3%
Outside Warwickshire	4% (n=6)	n/a
Work Countywide	4% (n=6)	n/a
Total	163	577,933

In addition to stating their current role, respondents were asked to specify which district or borough they live, or work (if they were responding on behalf of an organisation). Table 2 indicates that one third (34%, n=55) of respondents resided in Warwick District, which is disproportionate to the ONS mid-year 2019 population estimates for this area (24.9% of Warwickshire’s total population lived in Warwick District). However, whilst the mid-year estimates suggest Nuneaton and Bedworth Borough is home to 22.5% of Warwickshire’s total population, the survey results show that 15% (n=24) of all respondents to this survey lived in this borough. This



is similar for those in Stratford-on-Avon District (18% of survey respondents, 22.5% of Warwickshire’s population), North Warwickshire Borough (9% of survey respondents, 11.3% of Warwickshire’s population) and Rugby Borough (17% of survey respondents, 18.8% of Warwickshire’s population). This suggests that all districts/boroughs bar Warwick District were under-represented when comparing where the survey respondents resided to the 2019 population estimates for these areas.

The online survey also asked respondents to complete information regarding equality and diversity at the end of the survey. The results of this are set out in Table 3 on pages 20-21 of this report.

THE FIVE PROPOSALS FOR 2020-25

This section of the report focuses on the series of questions respondents were asked on the five proposals; each proposal had a page to itself on the survey. The results are representative of respondents’ views during the time the survey was live (between 14th September and 6th November 2020).

Respondents were asked three questions around each proposal – to what extent do they agree with the proposal, how important it was to them and if there are any considerations WFRS should consider when developing it. Through a six-point scale, respondents were asked to rate the extent they agreed with the proposal, along with how important it was to them. Respondents were asked to elaborate on the reason for their given rating for each of these two questions via a free text field.

Proposal 1: ‘Ensure our workforce and ethos reflect the diverse communities we serve’

Figure 3. To what extent do you agree with the proposal ‘Ensure our workforce and ethos reflect the diverse communities we serve’?

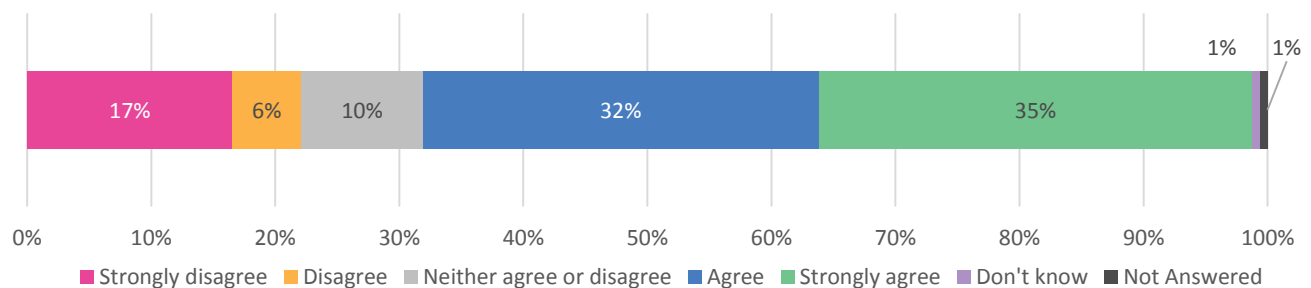


Figure 3 shows the breakdown to the extent the 163 respondents agreed with Proposal 1: ‘Ensure our workforce and ethos reflect the diverse communities we serve’. For analysis, the responses have been grouped, and referred to, as agree, or strongly agree, neither agree or disagree, disagree, or strongly disagree, don’t know and not answered. Over two thirds (67%, n=109) of respondents stated they agreed, or strongly agreed, with Proposal 1, compared to 22% (n=36) who disagreed, or strongly disagreed. In addition, 10% (n=16) of respondents neither agreed nor disagreed, 1% (n=1) stated they ‘don’t know’ whilst 1% (n=1) did not answer the question.

In addition to this ranking, respondents were asked to give a reason for their answer through a free text box provided. There were 78 qualitative responses from this question; a higher proportion of respondents (72%,



n=26) who disagreed, or strongly disagreed, elaborated on their rating, compared to those who agreed, or strongly agreed (39%, n=42) with this proposal.

The top three themes referred to: ensuring the right person for the job, reflecting our general population and being inclusive of all. For those 36 respondents who disagreed, or strongly disagreed, with the proposal the recurring theme was ensuring the right person for the job (n=14); this theme was also the reason for 6 respondents neither agreeing or disagreeing with this proposal. It is worth noting that several respondents stated they agreed with the statement so long as it does not result in positive discrimination. Respondents who agreed, or strongly agreed, with this proposal stated reasons such as reflecting our general population (n=8) and being inclusive of all (n=7).

Example quotations for illustrative purposes:

- “Regardless of race or gender, Warwickshire should recruit for the most competent people for the job role.” (Ensuring the right person for the job - Disagree)
- “My community is mainly white. However I would like to see diversity that reflects the ethnic make up and genders of the U.K.” (Reflecting the general population - Disagree)
- “I believe our service should reflect all representatives of the communities we serve.” (Being inclusive of all - Agree)

Figure 4. How important to you is it that the Fire Service ‘Ensure our workforce and ethos reflect the diverse communities we serve?’

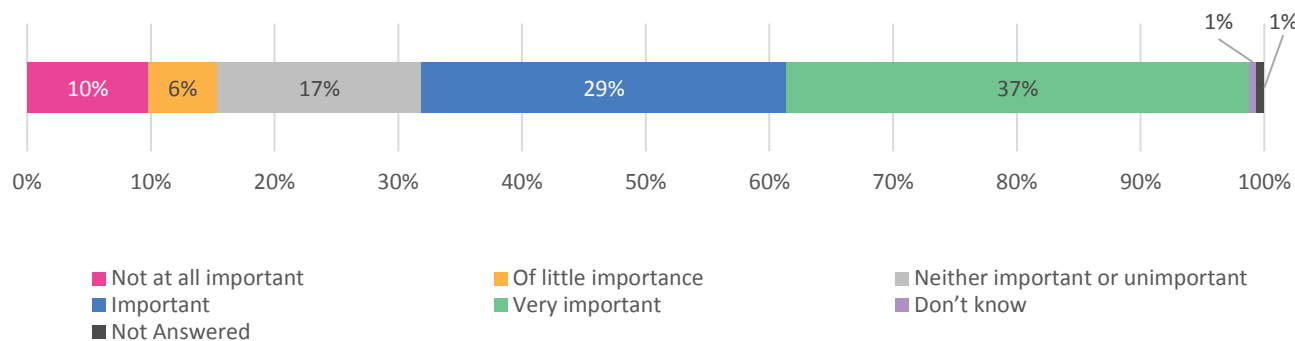


Figure 4 shows the breakdown to the importance the 163 respondents stated Proposal 1 was: ‘How important to you is it that the Fire Service ‘Ensure our workforce and ethos reflect the diverse communities we serve?’’. For analysis, the responses have been grouped, and referred to, as important, or very important, neither important or unimportant, of little importance, or not at all important, ‘don’t know’ and not answered. Over two thirds (67%, n=109) of respondents stated Proposal 1 was important, or very important to them, compared to 15% (n=25) who stated it was of little importance, or not at all important. In addition, 17% (n=27) of respondents felt it was neither important or unimportant, 1% (n=1) stated they ‘don’t know’ whilst 1% (n=1) did not answer the question.

In addition to this ranking given, respondents were asked to give a reason for their answer through a free text box provided. There were 66 qualitative responses from this question; a higher proportion of respondents (68%, n=17) who stated this proposal was of little importance, or no importance at all, elaborated on their rating, compared to those who stated it was important, or very important (39%, n=42).

Of those 42 respondents who elaborated on why Proposal 1 was important, or very important to them, the top themes were around reflecting the community to understand it (n=11), WFRS represent the community (n=8)



and community engagement (n=5). For those respondents who stated Proposal 1 was of little importance, or no importance at all, the main reasons given were it is not applicable for the job (n=8) and it is about ensuring the right people for the job (n=8). It is worth noting that respondents who felt this proposal was important, or very important, also echoed that it is about the right people for the job.

Example quotations for illustrative purposes:

- *“When you are setting strategy and direction it is again essential these are measured and reflective of our communities. Having a diverse workforce will enable a rounded perspective.”* (Reflecting the community to understand it - Important)
- *“We are a diverse nation and if the fire service doesn’t reflect that, it can’t be as effective or as supportive.”* (WFRS to represent the community - Important)
- *“I don’t honestly see how colour or race makes a difference as to how they perform their work.”* (Not applicable for the job – Not important)

Respondents were also asked to provide comments that WFRS should consider when developing this proposal, to which 44 respondents provided their views. Overall, the responses were varied, however the most frequent comment themed around ensuring the right person for the job (n=10); respondents stated positive discrimination should not be encouraged. Other considerations respondents commented on were around youth recruitment and promotional material for recruitment/showcasing diversity. Additionally, it was mentioned to consider staff’s recommendations and training in general.

Proposal 2: ‘Assess our capabilities to improve our ways of working in response to any future pandemics’

Figure 5. To what extent do you agree with the proposal ‘Assess our capabilities to improve our ways of working in response to any future pandemics’?

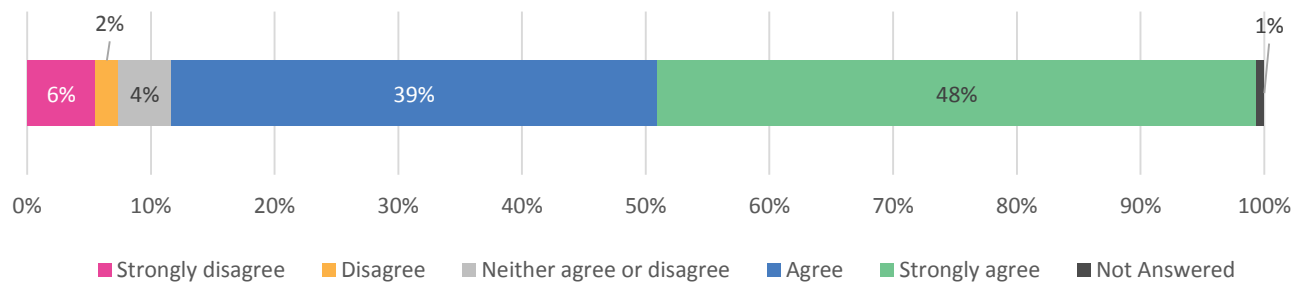


Figure 5 shows the breakdown to the extent the 163 respondents agreed with Proposal 2: ‘Assess our capabilities to improve our ways of working in response to any future pandemics’. The majority (88%, n=143) of respondents stated they agreed, or strongly agreed, with Proposal 2, compared to 7% (n=12) who disagreed, or strongly disagreed. In addition, 4% (n=7) of respondents neither agreed nor disagreed, whilst 1% (n=1) did not answer the question.

In addition to this ranking given, respondents were asked to give a reason for their answer through a free text box provided. There were 62 qualitative responses from this question.

Most comments were from respondents who agreed (n=53), compared to those who disagreed (n=8) with Proposal 2. For those who agreed, or strongly agreed, the most prevalent reasons were around supporting vulnerable residents (n=12). Closely following this was the reason that future pandemics are inevitable (n=11), it



is best to be prepared (n=11) and that WFRS are in the best position i.e. the front line to deal with future pandemics (n=9). Additionally, respondents agreed due to the need to adapt to an ever changing world (n=5). For those respondents who disagreed, or strongly disagreed, the main reason was around it not being an applicable role for the Fire Service (n=4), although respondents did admit it is best to be prepared (n=3).

Example quotations for illustrative purposes:

- *“Without this support the very vulnerable people in our society would be left without support.”* (Supporting vulnerable residents - Agree)
- *“You deal with fires, not viruses.”* (n/a role for Fire Service - Disagree)

Figure 6. How important to you is it that the Fire Service ‘Assess our capabilities to improve our ways of working in response to any future pandemics’?

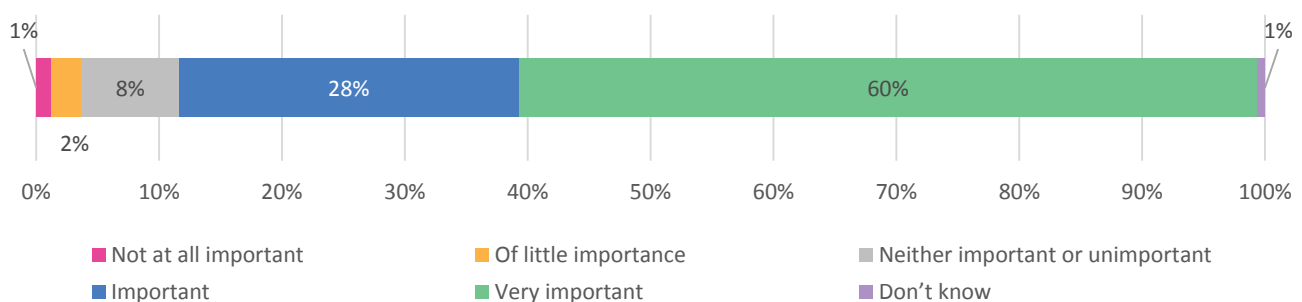


Figure 6 shows the breakdown to how important Proposal 2 was for the 163 respondents. The majority (88%, n=143) of respondents stated Proposal 2 was important, or very important to them, compared to 4% (n=6) who stated it was of little importance, or not at all important. In addition, 8% (n=13) of respondents felt it was neither important or unimportant, whilst 1% (n=1) stated they ‘don’t know’.

As before, respondents were asked to give a reason for their answer through a free text box provided; a total of 50 respondents did so. Most comments were left from respondents who stated Proposal 2 was important (n=43), compared to those who did not (n=5). For those who stated it was important, or very important, the top reason was to ensure WFRS are prepared for next time i.e. a plan is in place (n=21). In line with this were reasons around the community, namely ensuring that WFRS can deal with the needs of the community (n=8) and community presence (n=4). For the minority of respondents who stated Proposal 2 was of little importance, or no importance at all, the main reason given was that it is not applicable for the Fire Service (n=4).

Example quotations for illustrative purposes:

- *“The availability of all emergency services are of importance should the current situation resurface or a new threat arise any improvement in ensuring this is important.”* (Ensure the WFRS are prepared for next time - Important)
- *“I think brigade is losing focus.”* (n/a for Fire Service – Not important)

Respondents were also asked to provide comments that WFRS should consider when developing this proposal, to which 32 respondents provided their views. Whilst responses were varied, two themes emerged; respondents stated that WFRS should consider staff e.g. well-being (n=8) and collaborating with partner organisations (n=6).



Proposal 3: 'Assess our overall resource capacity to ensure our personnel and physical assets are in the right place and at the right time to deliver our statutory duties'

Figure 7. To what extent do you agree with the proposal 'Assess our overall resource capacity to ensure our personnel and physical assets are in the right place and at the right time to deliver out statutory duties'?

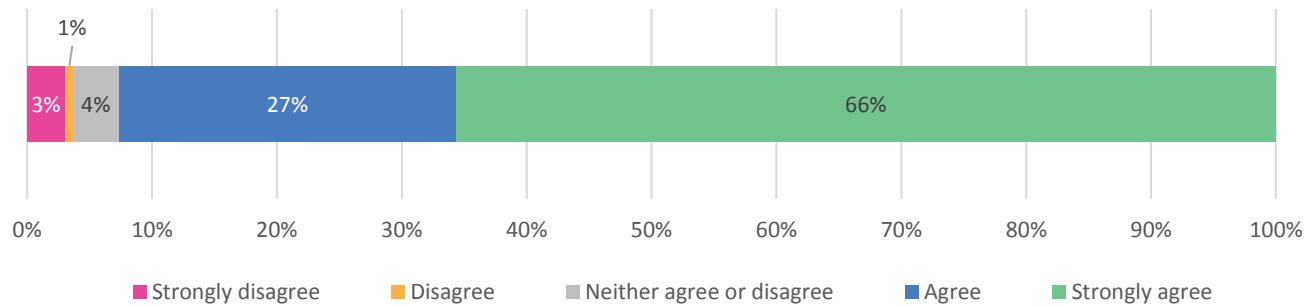


Figure 7 shows the breakdown to the extent the 163 respondents agreed with Proposal 3. Over nine tenths (93%, n=151) of respondents stated they agreed, or strongly agreed, with Proposal 3, compared to 4% (n=6) who disagreed, or strongly disagreed. In addition, 4% (n=6) of respondents neither agreed nor disagreed, all respondents answered this question.

Respondents were asked to elaborate on their answer, to which 64 respondents did. Nearly all (n=62) responses were from respondents who agreed, or strongly agreed, with Proposal 3.

In order of prevalence, the top reasons for respondents agreeing, or strongly agreeing, with Proposal 3 were around society evolving (n=15), it being a given (n=12), response times (n=10) and saving lives (n=9). To elaborate, respondents noted they agreed with Proposal 3 as society is ever changing, with a growing population, towns having expanded and wider issues, such as HS2. In addition, respondents stated it was a given, an expected form of action, to carry out Proposal 3. Regarding response times, respondents agreed with Proposal 3 due to it being needed to ensure response time standards are met, and in conjunction it will ensure lives are saved. Both of the respondents who disagreed stated they thought this was a given, with one saying it was a vague proposal.

Example quotations for illustrative purposes:

- *“WFRS needs to constantly look at where people are living, where climate events are taking place, where developments are taking place and comparing it to where they have their resources - both engines, stations and people.”* (Society evolving - Agree)
- *“Time is of the essence - life or death so its important the service can cover the requirement sof all the borough..”* (Response times - Agree)



Figure 8. How important to you is it that the Fire Service ‘Assess our overall resource capacity to ensure our personnel and physical assets are in the right place and at the right time to deliver our statutory duties’?

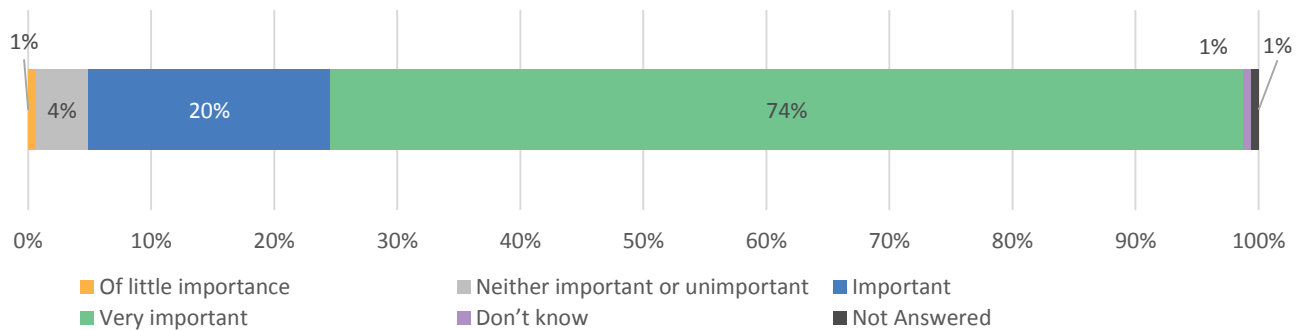


Figure 8 shows the breakdown to how important Proposal 3 was for the 163 respondents. Nearly all (94%, n=153) of respondents stated Proposal 3 was important, or very important to them, compared to 1% (n=1) who stated it was of little importance (no respondent stated it was ‘Not at all important’). In addition, 4% (n=7) of respondents felt it was neither important or unimportant, 1% (n=1) stated they ‘don’t know’ whilst 1% (n=1) did not answer the question.

As before, respondents were asked to give a reason for their answer through a free text box provided; a total of 48 respondents did so. Most comments were from respondents who stated Proposal 3 was important (n=45), the remainder being from those respondents who stated it was neither important or unimportant or ‘don’t Know’ (n=3). For those who stated Proposal 3 was important, or very important, the top two reasons were so that WFRS could save lives (n=8) and society is ever evolving e.g. housing developments (n=8). Following this, respondents stated it is a given for WFRS (n=7). Other reasons mentioned themed around limited resources (n=6), response times (n=5) and ensuring staff are supported (n=4).

Example quotations for illustrative purposes:

- *“It could mean the difference between life or death.”* (So WFRS could save lives - Important)
- *“Increasing population in some areas, including the increase of developments in the county which increase the pressure of existing resources to cope with the new developments.”* (Society is ever evolving - Important)

Respondents were also asked to provide comments that WFRS should consider when developing this proposal, to which 35 respondents provided their views. Whilst responses were varied, a few themes emerged; respondents stated that WFRS should consider the location of fire stations (n=9), noting that rural areas required thought. In addition, considerations around environmental issues such as flooding (n=5) and collaborating with other services e.g. for best practice (n=4) should be taken into account with Proposal 3.



Proposal 4: 'Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS'

Figure 9. To what extent do you agree with the proposal 'Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS'?

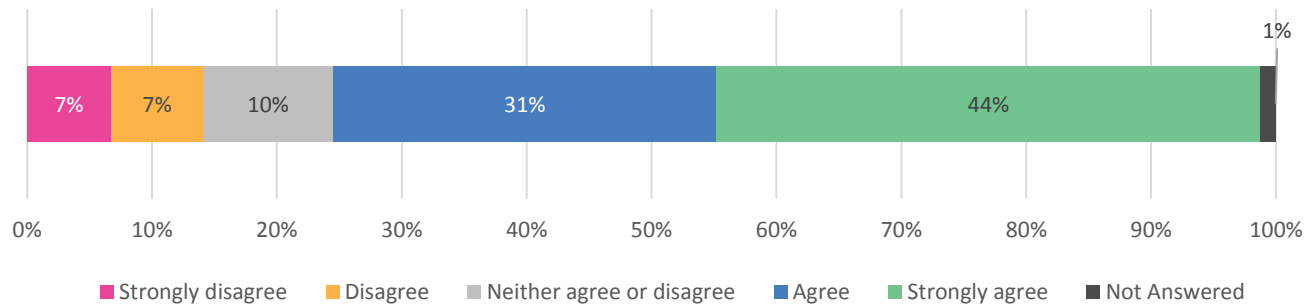


Figure 9 shows the breakdown to the extent the 163 respondents agreed with Proposal 4. Under three quarters (74%, n=121) of respondents stated they agreed, or strongly agreed, with Proposal 4, compared to 14% (n=23) who disagreed, or strongly disagreed. In addition, 10% (n=17) of respondents neither agreed nor disagreed, whilst 1% (n=2) did not answer the question.

Respondents were asked to elaborate on their answer, to which 68 respondents did. Most responses were from respondents who agreed, or strongly agreed, with Proposal 4 (n=41), whilst the minority from those who disagreed, or strongly disagreed (n=17). The remaining responses were from those who neither agreed nor disagreed (n=10).

The top reasons for respondents agreeing, or strongly agreeing, with Proposal 4 were themed accordingly. The most prevalent theme was around collaborating with partner agencies (n=14), followed by supporting the community (n=10) and then due to Social Care and NHS struggles (n=5). Whilst agreeing, respondents also noted it is important that WFRS's primary functions are not diluted (n=4). Respondents who disagreed, or strongly disagreed, stated it is not an applicable role for WFRS (n=12). Lastly, respondents neither agreed nor disagreed with Proposal 4 for a few reasons. Reasons for this neutral stance centred around ensuring that the primary function of WFRS is not lost, and that this current proposal caters for government cuts when it is their role.

Example quotations for illustrative purposes:

- *"Some degree of integration and cooperation between services can help deliver and support the community more effectively, although it is a shame that each of the other services do not have sufficient resources to provide their own backup."* (Collaboration with partner agencies - Agree)
- *"Community health, social care and the NHS are not within the competence of the Fire Service. You should not be contemplating any involvement."* (n/a to the Fire Service - Disagree)



Figure 10. How important to you is it that the Fire Service ‘Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS’?

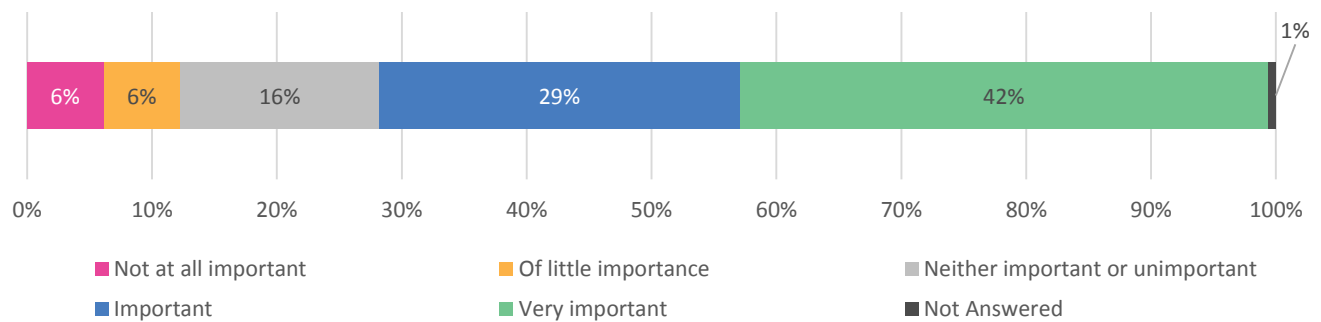


Figure 10 shows the breakdown to how important Proposal 4 was for the 163 respondents. Over two thirds (71%, n=116) of respondents stated Proposal 4 was important, or very important to them, compared to 12% (n=20) who stated it was of little importance, or not at all important. In addition, 16% (n=26) of respondents felt it was neither important or unimportant, whilst 1% (n=1) did not answer the question.

Respondents were asked to give a reason for their answer through a free text box provided; a total of 55 respondents did so. Most comments were left by respondents who stated Proposal 4 was important (n=35), the remainder being those who felt it was not important (n=12) and those who took a neutral stance (n=8). Reasons were varied for those respondents stating Proposal 4 was important, or very important. However, a few themes did emerge. One theme prevalent was around WFRS collaborating with partner agencies (n=9), followed by respondents who stated this proposal supported the health outcomes of the community (n=7). Other reasons respondents felt it was important were around easing the strain to Social Care and the NHS (n=4) and the funding issues currently faced (n=4). In comparison, respondents stated this proposal was not important due to it not being an applicable role for WFRS (n=8). Those respondents who took a neutral stance stated it should not dilute the core functions of WFRS (n=2) and that it caters for Government cuts (n=2).

Example quotations for illustrative purposes:

- *“It is important that our emergency services work together and support each other to provide an integrated service.”* (Collaboration with partner agencies - Important)
- *“It is not the role of the service. Where do we stop...? Should we start working the checkouts in Tesco to alleviate the strain on the retail sector, or harvest crops to ease the pressure on farmer...”* (n/a to the Fire Service – Not important)

Respondents were also asked to provide comments that WFRS should consider when developing this proposal, to which 26 respondents provided their views. Responses were varied and ranged from respondents stating that WFRS should collaborate with the NHS and Social Care to develop this proposal. Additionally, respondents stated to consider developing specifics around this proposal, and to ensure these are effectively communicated to the public.

Example quotation for illustrative purposes:

- *“Consider a mapping exercise of all our partners, stakeholders, community groups and organisations and allies who are able to support the collaboration to support social care and NHS.”*



Proposal 5: 'Implement digital solutions to enhance our service delivery'

Figure 11. To what extent do you agree with the proposal 'Implement digital solutions to enhance our service delivery'?

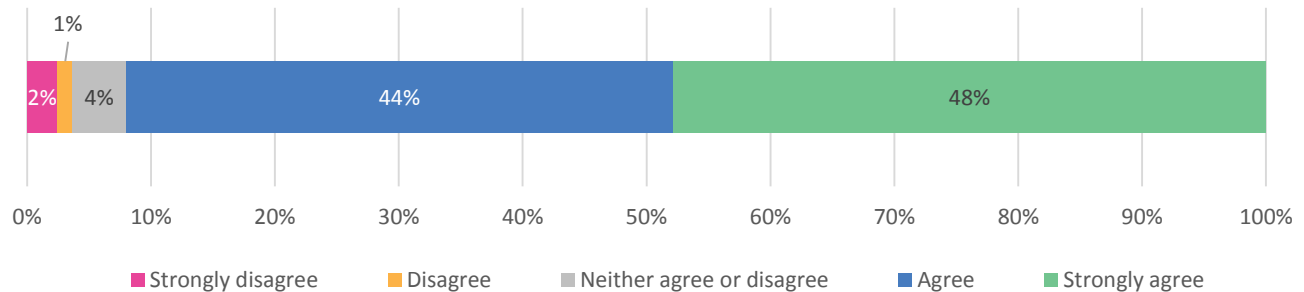


Figure 11 shows the breakdown to the extent the 163 respondents agreed with Proposal 5. Over nine tenths (92%, n=150) of respondents stated they agreed, or strongly agreed, with Proposal 5, compared to 4% (n=6) who disagreed, or strongly disagreed. In addition, 4% (n=7) of respondents neither agreed nor disagreed, all 163 respondents answered this question.

Respondents were asked to elaborate on their answer, to which 54 respondents did. Most responses were from respondents who agreed, or strongly agreed, with Proposal 5 (n=54), whilst the minority were from those who disagreed, or strongly disagreed (n=2). The remaining responses were from those who neither agreed nor disagreed (n=4).

The top reasons for respondents agreeing, or strongly agreeing, with Proposal 5 were themed accordingly. The most prevalent theme was around living in a digital world and ensuring that WFRS evolve with it (n=13). This was followed by respondents stating they agreed with Proposal 5 as it would improve the performance of WFRS staff e.g. achieving faster response times (n=11). Other responses were varied, it was however important that the community are not negatively impacted on (n=6), and that this proposal will ensure maximum value of service delivery (n=5). It was also noted that it is important that training is not neglected, and technology is not wholly relied upon (n=5). One of the two respondents who disagreed, or strongly disagreed, stated it may open Warwickshire County Council up to a cyber-attack, the other stated more appliances or response staff are needed. Lastly, respondents neither agreed nor disagreed with Proposal 5 due to it being vague and not providing sufficient enough detail to give a response (n=3).

Example quotations for illustrative purposes:

- "We are in digital age and gire service need to keep up with modern standards." (Digital world - Agree)
- "Faster response times if quicker accurate info gathered." (Improves performance - Agree)



Figure 12. How important to you is it that the Fire Service ‘Implement digital solutions to enhance our service delivery’?

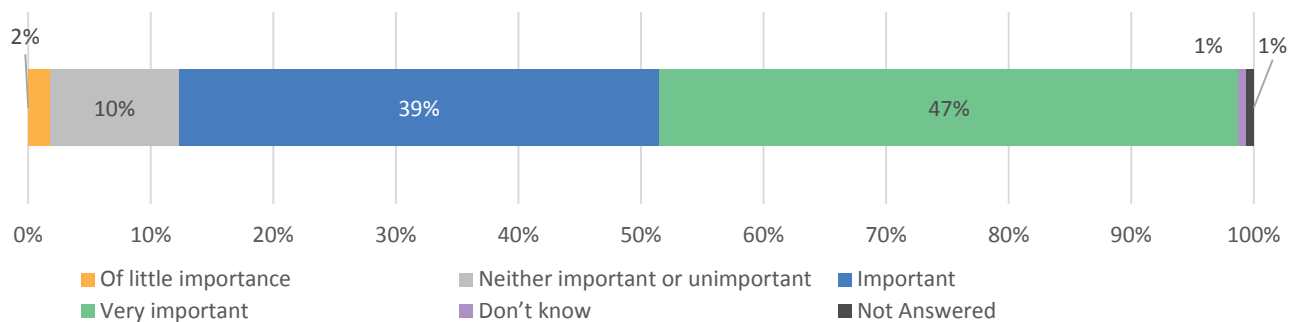


Figure 12 shows the breakdown to how important Proposal 5 was for the 163 respondents. Nearly nine tenths (87%, n=141) of respondents stated Proposal 5 was important, or very important to them, compared to 2% (n=3) who stated it was of little importance (no respondent rated this proposal as ‘Not at all important’). In addition, 10% (n=17) of respondents felt it was neither important or unimportant, 1% (n=1) stated they ‘don’t know’ whilst 1% (n=1) did not answer the question.

Unfortunately, due to an error in the survey, respondents were not given the opportunity to elaborate on how important Proposal 5 was to them through a free text field; this was only the case for this proposal. However, respondents often repeated what they stated in the previous text box regarding how much they agreed with the proposal, so we can still gain an understand of respondents’ views.

Respondents were still asked to provide comments that WFRS should consider when developing this proposal, to which 36 respondents provided their views. Some respondents stated more consideration needed to go into elaborating on the proposal and sharing specific examples (n=5). Other considerations ranged from ensuring that technology does not replace human interaction and consider access issues e.g. for the elderly or disabled and more.

FUTURE PLANNING

The next section of the survey focused on future planning, with the first question asking respondents if they thought the suggested five proposals for 2020-25 would help WFRS prepare for fire related risks and issues.

Figure 13. ‘Do you think the proposals will help us prepare for fire related risks and issues over the next 5 years? If not, what else should we think about?’

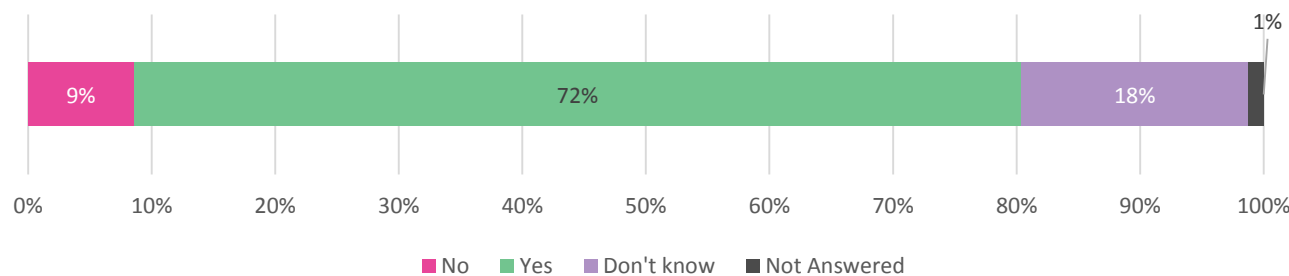


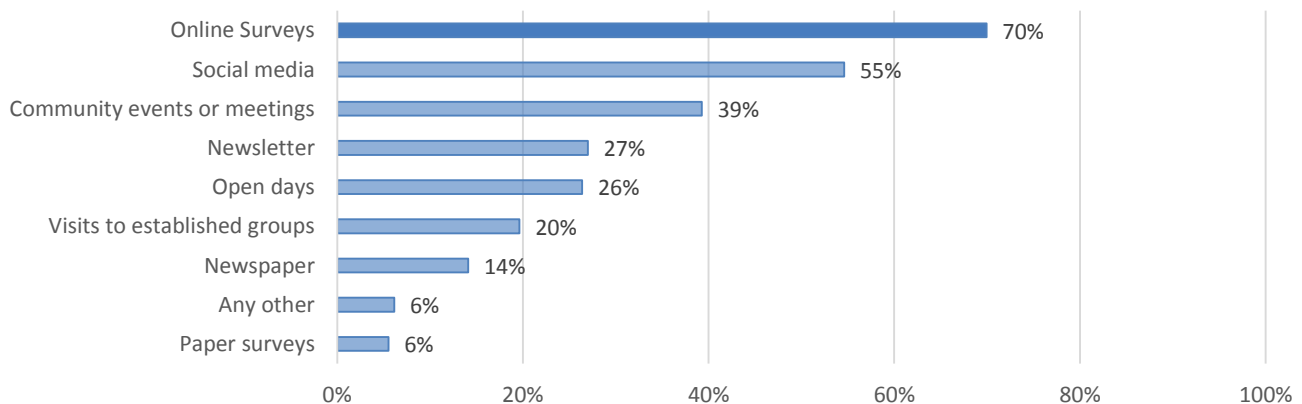
Figure 13 shows that most respondents (72%, n=117) stated the five proposals would help WFRS prepare for fire related risks and issues over the next five years, compared to 9% (n=14) who felt they would not. Nearly one fifth of respondents (18%, n=30) indicated they were unsure by selecting 'don't know', whilst 1% (n=1) did not answer the question.

Respondents were given the opportunity to express what else WFRS should think about when preparing for the next five years (2020-25); a total of 46 respondents gave their views. A mixture of different themes were raised in the free text question. Respondents stated that a Proposals 1 and 4 did not relate to fire related risks, and respondents were worried this would distract WFRS from their core duties and would be spread too thinly (n=13). Following this, several respondents (n=8) stated wider issues such as HS2 and new housing developments should be considered when developing the proposals. Tying in with this, respondents noted resources should be thought about (n=6). Several respondents (n=4) stated more information on the proposals was needed to decide as to whether they would help WFRS to prepare.

Example quotations for illustrative purposes:

- *“The proposals seem to have little to do with Fire Related Risks.”* (n/a to fire related risks)
- *“You need to consider unique risks, such as flooding, HS2 within the proposals.”* (Wider issues)
- *“With many large developments now happening in Nuneaton, Rugby and Leamington with vast amounts of housing to meet local needs do we need to increase the amount of resources we have to meet these needs.”* (Resources)

Figure 14. ‘How would you like WFRS to communicate with you in the future?’



The next question asked respondents how they would like WFRS to communicate with them in the future. The most popular choice was online surveys with 70% (n=114) of the 163 respondents choosing this option. Following this were social media (55%, n=89) and community events or meetings (39%, n=64) and newsletters (27%, n=44). The least popular choice of communication was paper surveys, with 6% (n=9) of respondents choosing this option.

It is worth noting that although only 6% (n=10) of respondents selected 'Any other', 14% (n=23) specified an 'Other' method of communication in the free text field. Several respondents re-iterated the above options given to them – especially community events and social media; some respondents noted a presence in the community e.g. with schools, would make for a more visible service. There were however a couple of new suggestions, that consisted of online broadcast/blogs e.g. through Zoom and e-mails.

The final question respondents were asked was if they had any other comments about WFRS; 28% (n=46) of respondents gave further comments. Positively, most comments praised WFRS for their services (n=36). One theme mentioned frequently in the remaining comments was that respondents stated more publicity would help



the service (n=5) in show casing its great work, and advertising what services are available to the residents of Warwickshire.

Example quotations for illustrative purposes:

- *“great service provided and great support during this pandemic. Well done and Thank you.”* (Praised the WFRS)
- *“Advertise more what work you do with other services e.g. police etc Show the work you do in schools etc.”* (Publicity)



CROSS TABULATION ANALYSIS

This section explores the relationship between multiple variables. For this survey on the IRMP, the relationship between the agreement with / the importance of a proposal and the reason for the respondent answering were examined. In this section, the scores 1 and 2 were grouped and referred to as disagree, or strongly disagree, 3 as neutral and 4 to 5 as agree, or strongly agree. The same grouping method was also used for the importance of a proposal.

The above was the only cross tabulation for the respondent profile that could be carried out. A cross tabulation analysis on whether a person's ethnicity affected their agreement with Proposal 1 for example would have been interesting. However, due to the small numbers, the data did not warrant this and it could have presented an unfair conclusion that may not have been representative of the general population. Respondents to the survey were not diverse with 7% (n=11) being of a Black, Asian and Minority Ethnic (BAME) background compared to those of a White ethnicity (83%, n=136); the ethnicity of the remaining 10% (n=16) of respondents was unknown.

Note: Through this section, it is worth re-iterating that although cross-tabulation analysis was carried out on a respondent's reason for responding the **percentages should be treated with caution given the fairly low response rate.**

Also note: The options 'Don't know' and 'Not Answered' have been excluded from all figures below, but not from the total number of respondents. The below figures only concentrate on reason for responding 1) Currently or previously worked for the Fire Service and 2) General Public; this is because the other reasons had low numbers.

Proposal 1: Ensure our workforce and ethos reflect the diverse communities we serve.

- Respondents who currently or previously worked for the Fire Service were more likely to agree with, and found important, Proposal 1 than the general public; see Figures 15 and 16 below.

Figure 15. Relationship between agreement to Proposal 1 and reason for responding

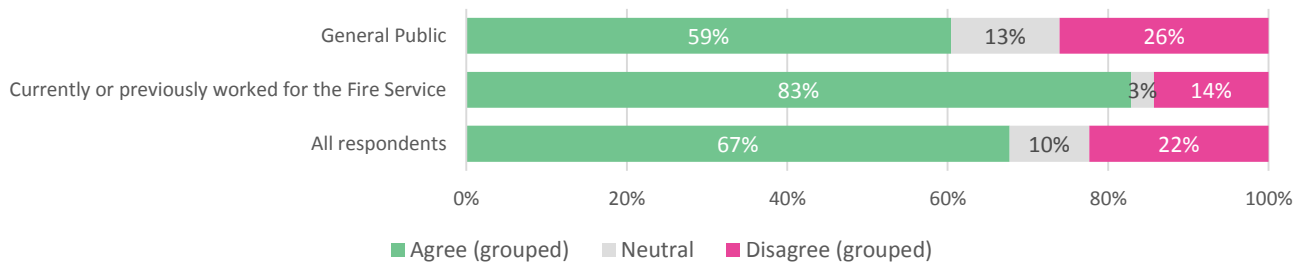
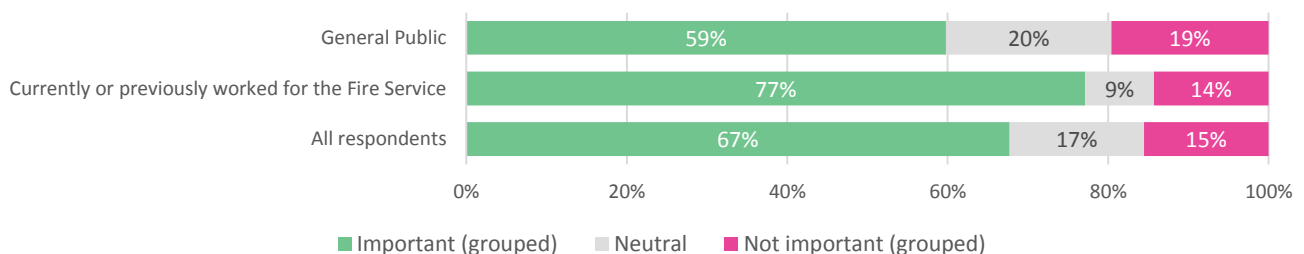


Figure 16. Relationship between importance of Proposal 1 and reason for responding



As shown in Figure 15, more respondents who currently or previously worked for the Fire Service (83%, n=29) agreed with Proposal 1, compared to the general public (59%, n=58). The third bar shows the proportion of all respondents, to highlight the differences that variable (reason for responding) makes to a respondent's answer. Similarly, Figure 16 shows that a higher proportion of respondents who currently or previously worked for the Fire Service (77%, n=27) felt Proposal 1 was important, compared to the general public (59%, n=58).

Proportions for those who currently or previously worked for the Fire Service were calculated based on the 35 respondents, versus the 98 respondents who stated they were the general public.

Proposal 2: Assess our capabilities to improve our ways of working in response to any future pandemics.

- For Proposal 2, there was very little difference in whether a respondent agreed, or felt the proposal was important to them, depending on their reason for responding.

Proposal 3: Assess our overall resource capacity to ensure our personal and physical assets are in the right place and at the right time to deliver our statutory duties.

- For Proposal 3, there was very little difference in whether a respondent agreed, or felt the proposal was important to them, depending on their reason for responding.

Proposal 4: Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS.

- Respondents who currently or previously worked for the Fire Service were more likely to agree with, and found important, Proposal 4 than the general public; see Figures 17 and 18 below.

Figure 17. Relationship between agreement to Proposal 4 and reason for responding

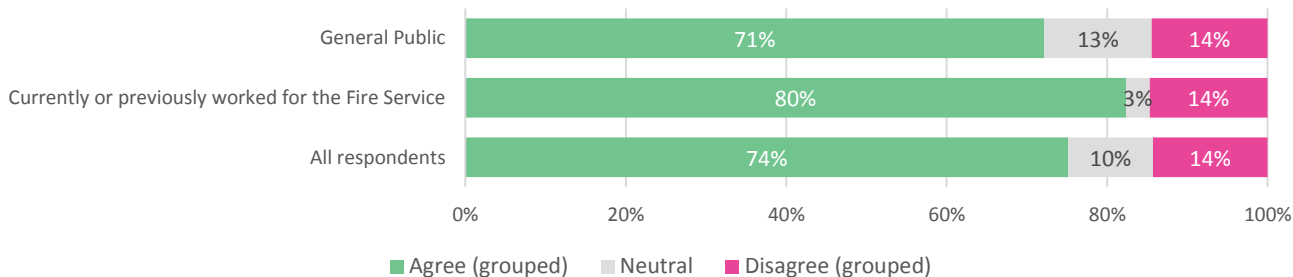
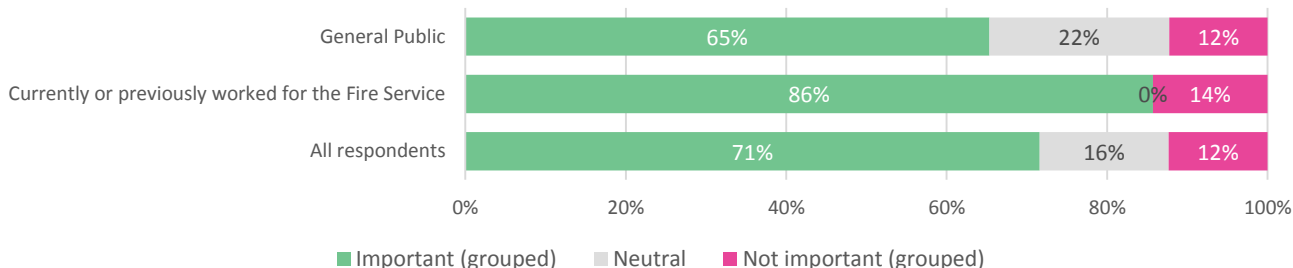


Figure 18. Relationship between importance of Proposal 4 and reason for responding



As shown in Figure 17 more respondents who currently or previously worked for the Fire Service (80%, n=28) agreed with Proposal 4, compared to the general public (71%, n=70). Figure 18 also shows that a higher proportion of respondents who currently or previously worked for the Fire Service (86%, n=30) felt Proposal 4 was important, compared to the general public (65%, n=64).



As before, proportions for those who currently or previously worked for the Fire Service were calculated based on the 35 respondents, versus the 98 respondents who stated they were the general public.

Proposal 5: Implement digital solutions to enhance our service delivery.

- Respondents who currently or previously worked for the Fire Service were more likely to agree with, and find Proposal 5 important, than the general public; see Figures 19 and 20 below.

Figure 19. Relationship between agreement to Proposal 5 and reason for responding

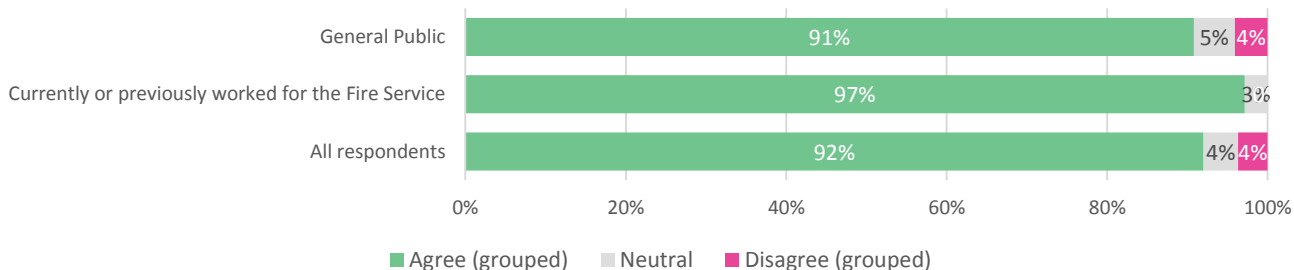
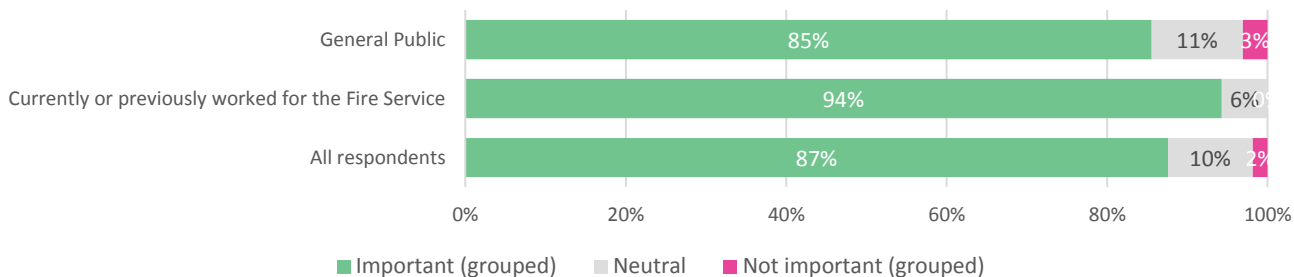


Figure 20. Relationship between importance of Proposal 5 and reason for responding



As shown in Figure 19, more respondents who currently or previously worked for the Fire Service (97%, n=34) agreed with Proposal 5, compared to the general public (91%, n=89). Similarly, Figure 20 also shows a higher proportion of respondents who currently or previously worked for the Fire Service (94%, n=33) felt Proposal 5 was important, compared to the general public (85%, n=83).



GENERAL OBSERVATIONS

This section lists general observations based on the qualitative and quantitative data generated from the IRMP Survey of 2020. These observations are based on the feedback received from the 163 respondents. Due to this, these views may not represent Warwickshire as a whole:

- For future surveys target residents in Stratford-on-Avon District and Nuneaton and Bedworth Borough as respondents were most under-represented here (Page 4).
- Provide better communications around Proposal 1 by ensuring it still promotes the right person for the job; this being the main reason for disagreement with the proposal (Pages 4-5).
- Inform the general public as to the specific wider activities that WFRS carry out e.g. school visits, as respondents were unsure (Page 11).
- Promote WFRS wider activities through social media and community events or meetings; these were the most popular methods of communication for respondents (Pages 11 & 14)
- For each proposal, where relevant, ensure wider issues such as HS2, a growing population etc are considered (Pages 8 & 14).
- Release detailed and specific actions that encompass these proposals; the vagueness of the proposals was not the most prevalent theme, but a recurring one (Pages 8 & 12).



EQUALITY AND DIVERSITY ANALYSIS

The online survey asked respondents to completed information regarding equality and diversity. The results of this are set out in the table below. It also includes 2019 Mid-Year population estimates (where available), or 2011 Census data for comparative purposes².

Table 3. Overall online respondent profile

Gender	Option	% (No.)	ONS 2019 Mid-Year Pop (%)
	Female	48% (78)	50.6%
	Male	41% (67)	49.4%
	Non-binary	0% (0)	n/a
	Prefer to self-describe	0% (0)	n/a
	Prefer not to say	9% (14)	n/a
	Not answered	2% (4)	n/a
Gender identity matches sex at birth	Option	% (No.)	
	Yes – my gender is the same as at birth	88% (144)	n/a
	No – my gender identity has changed	0% (0)	n/a
	Prefer not to say	9% (14)	n/a
	Not answered	3% (5)	n/a
Age in years	Option	% (No.)	ONS 2019 Mid-Year Pop (%)
	Under 18	0% (0)	20.4%
	18 – 29	5% (8)	14.2%
	30 – 44	16% (26)	17.8%
	45 – 59	46% (75)	21.0%
	60 – 74	22% (36)	16.8%
	75+	5% (8)	9.8%
	Prefer not to say	6% (9)	n/a
	Not answered	1% (1)	n/a
Long standing illness or disability	Option	% (No.)	
	Yes	12% (20)	n/a
	No	80% (130)	n/a
	Prefer not to answer	7% (12)	n/a
	Not answered	1% (1)	n/a
Ethnicity	Option	% (No.)	2011 Census Data (%)
	White – English/Welsh/Scottish/Northern Irish/British	79% (129)	88.5%
	White – Irish	1% (1)	1.0%
	White – Gypsy or Irish Traveller	0% (0)	0.1%
	Other White background	4% (6)	3.2%
	Black or Black British - African	1% (2)	0.4%



	Black or Black British - Caribbean	1% (1)	0.3%
	Other Black background	0% (0)	0.1%
	Asian or Asian British – Bangladeshi	0% (0)	0.1%
	Asian or Asian British – Indian	2% (4)	3.0%
	Asian or Asian British – Pakistani	1% (1)	0.3%
	Chinese	0% (0)	0.4%
	Other Asian Background	1% (1)	0.8%
	Mixed – White and Asian	0% (0)	0.5%
	Mixed – White and Black African	0% (0)	0.1%
	Mixed – White and Black Caribbean	1% (1)	0.6%
	Other Mixed background	1% (1)	0.3%
	Arab	0% (0)	0.1%
	Other Ethnic background	0% (0)	0.3%
	Prefer not to say	9% (15)	n/a
	Not answered	1% (1)	n/a
Religion	Option	% (No.)	2011 Census Data (%)
	Buddhist	0% (0)	0.3%
	Christian	46% (75)	64.5%
	Jewish	0% (0)	9.1%
	Muslim	1% (2)	1.1%
	Hindu	1% (1)	1.0%
	Sikh	1% (1)	1.7%
	Spiritual	0% (0)	n/a
	Any other religion or belief	2% (4)	0.4%
	No religion	36% (58)	24.1%
	Prefer not to say	12% (19)	n/a
	Not answered	2% (3)	6.8%
Sexual orientation	Option	% (No.)	
	Heterosexual or straight	81% (132)	n/a
	Gay man	1% (2)	n/a
	Gay woman / lesbian	1% (2)	n/a
	Bi / bisexual	1% (1)	n/a
	Other	1% (2)	n/a
	Prefer not to say	13% (22)	n/a
	Not answered	1% (2)	n/a

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/annualmidyearpopulationestimates/mid2019estimates> (published 24 June 2020)

²ONS Census 2011



APPENDIX 1

Written email response received from Royal Leamington Spa Town Council on the 6th November:

To whom it may concern,

Please find below comments sent on behalf of Leamington Spa Town Council in response to your consultation on Warwickshire Fire and Rescue Service's (WFRS) Integrated Risk Management Plan (IRMP) 2020 – 2025. The consultation document was considered at a meeting of the Town Council's Policy & Resources committee in October.

The Town Council is very supportive of the aspirations in the draft plan for the period 2020-2025 and the five 'proposals' identified in the consultation document, namely:

- *Ensure our workforce and ethos reflect the diverse communities we serve.*
- *Assess our capabilities to improve our ways of working in response to any future pandemics.*
- *Assess our overall resource capacity to ensure our personal and physical assets are in the right place and at the right time to deliver our statutory duties.*
- *Develop further opportunities to support the wider community health outcomes and help to protect Social Care and the NHS.*
- *Implement digital solutions to enhance our service delivery.*

Specifically, Town Councillors discussed the importance of diversity issues and their significance in ensuring that the service can work effectively with all sections of the community to support their safety and wellbeing. Councillors noted their recent experiences of the Warwickshire Fire and Rescue service being involved in activities and events which support this objective.

The Town Council is very supportive of the Fire and Rescue service's efforts and wishes it well in the delivery of its objectives through the proposed plan.

I would be grateful if you could confirm receipt of this consultation response.

Kind Regards,

Stephen

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