



WARWICKSHIRE FIRE AND RESCUE  
INTEGRATED RISK MANAGEMENT PLAN  
SURVEY RESULTS 2020

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**Appendix 2**

Produced by Business Intelligence

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The following is a list of verbatim comments provided by respondents to the open questions on the Integrated Risk Management Plan consultation survey carried out between 14<sup>th</sup> September to 6<sup>th</sup> November 2020. It is sometimes necessary to remove comments to avoid identification of individuals. Also excluded were comments who stated 'n/a' or 'No' or 'None' as these could not be analysed. However, all comments were used in the analysis and generation of themes presented in the main report.

<b>Which statement best describes you? - If you selected 'Other' please provide more information here...</b>
<i>WCC employee</i>
<i>Employment ***** with WCC</i>
<i>Employee of Warwickshire County Council, but live ***** of *****</i>
<i>Local Government Worker</i>
<i>Work for Local Authority</i>
<i>Local charity</i>
<i>Housing association ***** *****</i>
<i>***** Fire and Rescue Service</i>
<i>WCC ***** **** Team</i>

<b>To what extent do you agree with the proposal 'Ensure our workforce and ethos reflect the diverse communities we serve'? - Please tell us why.....</b>
<i>It is important for local employers to take responsibility for ensuring that their workforce reflects the general population.</i>
<i>Would agree if it statement stressed not fulfilling quotas on diversity but getting the best people for the situation/vacancy. I believe that best person for the job is the best for the community.</i>
<i>You hire the best people for the job, not select them based on their ethnicity or where they were born.</i>
<i>To avoid perceived prejudices.</i>
<i>As long as it does not result in positive discrimination. The right person should get the job regardless of colour or creed</i>
<i>I can't disagree with this statement but you are not giving me any information on how you are going to achieve this proposal. It is unbelievably vague.</i>

*Just recruit the best candidates!*

*Staff need to be the right oersin fir the hib regardless of ethnicity etc*

*You need to reflect our community more with a diverse and agile workforce, more female and BAME over the next five years is essential*

*Regardless of race or gender, Warwickshire should recruit for the most competent people for the job role.*

*Who proposal is a non- issue to start with. No one cares about the make up of your workers ( except the figure counters).Let the workforce be made up of the best people for the job regardless of background. Stop trying to manipulate the make up of your staff to fit what you think we want. The diverse community you serve couldn't care less who saves them, who carries out all the other work you do, they just want the best person available.*

*Feel that it should reflect the communities represented as long as skill levels of job etc are not reduced to allow this to happen.. standards are important.*

*Political correctness*

*This is a measure of a fair and level playing field. At the end of the day it is the individual merit of the applicant that matters the most.*

*Everyone should receive an equal service*

*Participate in local community activities, have a presence at Fetes, Open days , sporting events etc*

*The best way to get support of the community*

*Because equality should be the norm, not the exception.*

*It's a nice thing to have, but attitudes need to change. I have yet to see that happen.*

*People from different cultures and backgrounds may have specific needs so it's important the workforce understand this and the issues they may bring in order to deliver the best possible service.*

*I believe all organisations should be inclusive*

*Laudable aim but BETTER TO GET THE BEST POSSIBLE STAFF*

*The workforce needs to reflect the diversity of communities*

*Identity politics just creates more division, your staff should be the best you can recruit and the most suitable for the role. As an organisation you should be completely politically neutral as you serve the entire community, even if you disagree with their views. Your job is to keep ALL the people of Warwickshire safe. For example decorating your appliances in the LGBT colours only alienates groups that do not agree with that position, there are many conservative religious groups that will not have a fire engine outside their*

house. Support individual groups when they have a day or a event, but flying flags and constant social media is too much.

When dealing with the general public it will enable the whole community to be understood and be treated equally

The fire service requires the best people not a correct number of different sexes or race

Not sure about the "ethos" reflecting the community, surely the ethos is about the aims of the organisation, which aren't necessarily the same as for the general public?  
However agree completely about the workforce.

I believe our service should reflect all representatives of the communities we serve.

**THE CANDIDATE MUST HAVE THE RIGHT QUALIFICATIONS AND ATTRIBUTES NO MATTER WHAT GENDER OR ETHNICITY.**

Need to comply with current legislation

As long as the processes are fair to all regardless of race, sexual orientation, religion etc then the process will be fair to all.

As a community service WFRS should reflect the community they serve.

The same opportunity exists to all communities and we need to accept that the role of a firefighter is not as appealing to some communities as it is others. Historically BAME employees have come and gone and they have had equal treatment in promotion and development, however the new narrative of employing based on skin tone, sexuality and religious belief has lowered the standard of the BAME candidate to those with `the world owes me attitude` whilst simultaneously putting off the better BAME candidate who wants to be treated as an equal and not singled out on tokenistic qualities.  
We don't target the Chinese, Goth, Satanic, Nudist, Polish or traveller communities. We are just pandering to a woke narrative to appear `right on` with a far left agenda.

It is important to promote community safety amongst ALL groups. There seems to be a great deal of focus on Asian and LGBTQ communities when there are so many more communities out there

I think it's important to represent our population and also gives a wider opportunity to more potential candidates for jobs

We need this so that the service can identify with the communities it serves

Representation from the whole community is essential to ensure our public services is enabled and considered in meeting the needs of the community, if you really are transparent it would be good to read how WFRS service operates it selection framework internally and externally how it has adopted and employed positive action like section 158 and 159

*Agreed to an extent as long as this potential workforce also meet the basic criteria to be a fireman or woman and this does not mean ignoring other factors. i.e. if I live in an area of high crime, I don't need you to ignore a DBS and employ someone who doesn't meet the DBS criteria (for say being around vulnerable people).*

*I would suggest a balanced approach is good and if there is potential within an under-represented group then looking to increase that workforce is good, but do it on a sustainable basis, i.e. have a 5 year plan, not a 3 month knee jerk plan.*

*Workforce should represent the communities we work in*

*Best person for the job is not dependent on positive diversity for diversity sake*

*We apply various strategies to engage with a wide verity of people, allowing all to take part and have the same chance to be part of WFRS.*

*I agree with the phrase.*

*However the Service can still be percieved as sexist with only lip service being paid to issues affecting women. We need to be looking at processes, equipment (ensuring it is right for the individual) and then the person.*

*The more diverse we are, the better we will operate.*

*Don't waste money on critical race theory, spend the money on personal and equipment for front line staff.*

*This is not a primary concern to the majority of the population who view Fire and Rescue as people who will potentially save their lives, their children's lives or their property. As part of the county council, you are committed to certain standards of behaviour and rules around recruitment, and you are obliged by law to work within the Equality Act, therefore this statement is redundant. As the first point you state, it gives the impression that this your primary concern, which it shouldn't be. The laws and the county council rules ensure you do this anyway - you don't need to state it separately.*

*The job should go to the person best suited to it, not someone there to fill a diversity quota. Filling job roles based on skin colour should be illegal, not encouraged.*

*Firemen should be chosen on their ability irrespective of their ethnicity*

*Equality for all is the only way forwards*

*Need to ensure diversity is addressed as well as competence and professionalism*

*I believe that the best people should be recruited regardless of the community that you serve. If the whole county was white British but the fire service was all BAME then that would be fine.*

*"We cannot be what we cannot see"*

*Discrimination shouldn't need to be considered - the main criteria should be 'can you do the job required' nothing else matters*

*If you are coming to help me, then as long as you are capable of doing the tasks required then it doesn't matter about anything else.*

*to give a sense of belonging and demonstrate inclusiveness*

*Diversity in any section of the workforce is important, and needs to reflect our growing multicultural, multinational way forward in all aspects of our society.*

*This is essential to maintain respect and co-operation and to prevent any form of discrimination.*

*It's important that people can relate to the fire service and understands what we do. one way to do this is to ensure we attract people from our communities from a diverse background so we can bring different ways of thinking and skill sets to better keep the people of Warwickshire safe.*

*You should employ who is best for the job not because of there ethnicity*

*Recruit the best candidate for the job. Ensure there is a level playing field for each job. No preferential treatment to anyone*

*Regardless of ethnic origin, it should be the best person for the job.*

*Because different people have different backgrounds and bring with them knowledge and insight as to how different cultures might live and how best to help and serve them.*

*To reflect the community which this service serves*

*I feel that this already happens so is therefore a continuation of ensuring the workforce and ethos reflects the communities.*

*Only the best is needed and all candidates must be treated as equal*

*Because it's important to have transparency and fairness and inclusion of all*

*Don't see many female fire fighters though*

*This proposed policy is not required. The law is sufficient to give protection to the workforce. This is merely words for the sake of them.*

*Equality is important in every working environment*

*To be efficient and effective the Service must understand and appreciate the differing aspects of the County*

*Stop playing trendy PC games with the lives and safety of the public. Your guiding rule must be that the best person for the job is in that job. Just 'box ticking' may currently seem very PR worthy in the Management Boardroom, but it will only result in deaths if put into practise.*

*If I am stuck on the second & poor of a burning building, I do not care who comes to rescue me! Don't get hung up on "diversity and balance" - employ the best people for the job from what ever background or ethic group they are from.*

*This will just be lip service to appease those who campaign for this and will actually end up discriminating against those who aren't in minority groups...*

*We have currently undertaken some great LGBT awareness days and recruitment has took a real positive move towards the wider under represented communities*

*The issue of diversity is important to all organisations but I don't understand why this is being placed first in the list of priorities. There is very limited information as to what is actually planned in terms of actual aims or activities to base this response on or why this is deemed of such high importance. There is no evidence of a problematic organisational culture that would cause the community at large to believe that this can realistically be your top priority in the coming years. Shouldn't be the first priority be to be maintaining and improving the service that the whole county receives?*

*To give opportunity to all and create a culture that reflects the community you serve.*

*You should be recruiting the best person for the position. To achieve your statement you will need to discriminate to achieve your goals. Equality of opportunity is where you should be, not equality of outcome. How do you select which community groups you will base your ethos on?*

*I believe quite strongly that in order to serve our communities we first must learn to understand what the makeup of our communities so that we are able to meet their needs. It's so important that diversity inclusion is part of a service, its brand and the workforce is a true representation of its communities. A strong diverse workforce and inclusive culture are key and have multiple benefits, but the overarching aim must support and delivery of the Warwickshire Fire Service Strategy, this needs to be authentic and effective.*

*An inclusive culture that supports diversity sends out a clear message to our communities, stakeholders, partners and allies that we are clear about the values and behaviours we hold, the cultural experience and the expectation of colleagues promote diversity and foster inclusion by setting cultural norms and encouraging recruitment from diverse talent from all parts of our communities.*

*My community is mainly white. However I would like to see diversity that reflects the ethnic make up and genders of the U.K.*

*Inequalities have existed in the past between uniformed and non uniformed staff.*

**How important to you is it that the Fire Service 'Ensure our workforce and ethos reflect the diverse communities we serve'? - Please tell us why.....**

*See answer to previous question.*

*It is far more important that the fire service saves lives, than follows any imaginary targets.*

*To avoid perceived prejudices.*

*I don't honestly see how colour or race makes a difference as to how they perform their work*

*When i need simeone to help me i am unconcerned as to wether they fit a certain profile just that they are able to do the job*

*To get into the community more you need to reflect it more*

*See above*

*Yes it's important, however more important is how many there are and then being absolutely capable of doing the job.*

*Political correctness taking over*

*We must all be seen as a single community of tolerant and decent people.  
The fire service is an emergency service charged with the preservation and rescue of life. That must be at the centre of all that you do.*

*So that everyone receives the same service and respect*

*It enables Community engagement if the Community identifies with the Fire Service. This is achieved if workforce reflects the community being served*

*It's important to continue to improve our commitment to our communities having a diverse workforce.*

*Because equality should be the norm, not the exception.*

*Again, very important, but not taken seriously*

*As above*

*It's the fair thing to do*

*It Concerns them.*

*If it doesnt there is a significant risk that the fire service offer is not diverse or meet the needs of the local communities*



*What if you had a large fundamental group within Warwickshire? Would you adopt their beliefs no matter how extreme?*

*It is the fact that we are diverse that makes the communities whole and this is something we should be proud of.*

*As above*

*It is important but its equally important to find that people want to do the job and are able too, rather than recruit from varying backgrounds just to ensure we reflect the community.*

*If the process is fair and transparent it will be obvious to all.*

*See above*

*A varied demographic not only enriches the workplace but also more accurately represents the real demographics of the broader Warwickshire population. We need cultural shifts in our workforce to mirror society. The change needed goes beyond corporate diversity policies of counting statistics and promoting 'minorities'.*

*As a white straight male i have never entered a community within Warwickshire showing less than complete professionalism and seeking a satisfactory outcome for the community requiring our assistance in the time of crisis.*

*Never has a `customer` complained that they had been rescued or helped by a white man, or expressed a preference for a BAME public servant to attend for a better outcome.*

*The only complaining appears to come from white liberal's heavily burdened by a misplaced sense of guilt.*

*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.*

*It's the ideal, it is more important though that your workforce is able to do their job. That is the first priority.*

*As above*

*Fire rescue usually involves a person covered from head to toe in uniform and mask. How can you see what colour their skin is or how diverse they are?*

*Important, its about the messages that we give out and how we do that, that is more important, being inclusive, but saying that the public need to be receptive and engaging as well, which is not always the case.*

*So that we understand the diversity within our communities.*

*See above*

*Each member of the community is important. We have different needs, likes and dislikes, and belong to different cultures, all which make life interesting and rich, and we can all learn from each other. The Fire*

*Service is fantastic at bringing communities together, and promoting diversity and the richness it brings to us all.*

*You need the best people for the job, within the parameters of the law and the county council's rules and ways of working.*

*Our fire service should reflect the best suited for the job. Discrimination works both ways. Are people being turned away because they aren't a minority? Is that even legal?*

*However, recruitment and promotion should still be on merit, not diversity. Instead more education amongst minorities is probably needed so there are appropriate applicants from different backgrounds.*

*To reflect modern needs respect for all and expectations*

*While I would not agree with discrimination whether direct or indirect the best people should be recruited regardless of the community.*

*Whilst every effort should be made to attract, recruit and retain people from all communities the overriding need is to ensure the service is made up of individuals who are capable of meeting its exacting demands*

*It is essential to help build confidence and trust in a critical service. Relationships are key and the diversity helps build those relationships with our diverse community.*

*as above really*

*Understanding the behaviours and needs of the communities*

*With a more varied workforce there is a better chance of empathy with differing aspects of our society.*

*Please see previous answer*

*diversity of thought in decision making adds value and provides real natural challenge*

*it will help make WFRS become a employee of choice for everyone in our community and then WFRS can benefit from a wide skill set and different approaches to the way we do things.*

*Recruit the best people irrespective of sex colour etc*

*You select the best person regardless of ethnic origin.*

*The most important thing is that we have firefighters, fully trained and equipped, whatever their background, but it is important to reflect the culture and society that we are part of for the reason I mentioned above.*

*As long as people want to be part of this service, feel passionately about the job they want to do and can do the job to the standard that is expected, then that is what matters and that we have enough people to do the job.*

<i>It makes it easier for all communities to engage together</i>
<i>I hold the same values</i>
<i>Everyone needs help potentially</i>
<i>Of course it is important. But you do not need a policy to say so. Who are you trying to convince?</i>
<i>To be efficient and effective the Service must understand and appreciate the differing aspects of the County</i>
<i>Meritocracy over PC. The best trained staff, with the best equipment should be of prime importance.</i>
<i>Please see above answer</i>
<i>No service will ever truly reflect its community in all aspects.</i>
<i>It enables communities of lesser represented societies to join the service but equally allows crews to build bridges and relationships by having diverse crews.</i>
<i>Please see previous comments regarding why I don't understand why you think this is your first priority.</i>
<i>If i need the fire service, i want individuals that can do the job!</i>
<i>Celebrating diversity starts at the heart of the service. This is so important where leadership matters and key decisions can make a change by influencing social change in the culture, attitudes, values and behaviours.</i>
<i>Protecting our communities and saving lives is at the heart of the service, Protect, Prevent and Response all have an element of diversity, celebrating our commitment as an organisation, valuing and celebrating our workforce and building on the rich diverse talent and attracting new talent.</i>
<i>Moving forward there needs to be a clear vision and purpose, "Diversity Charter Fire Specific" which sets out EDI, promoted internally and externally. This bold statement of intent is part of the WFRS recognised brand but an endorsement which celebrates the diverse communities we serve, promotes an inclusive culture and set a vision for current and future collaborations.</i>
<i>We are a diverse nation and if the fire service doesn't reflect that, it can't be as effective or as supportive.</i>
<i>Staffing needs to reflect the diverse nature of the inhabitants of Warwickshire.</i>

<b>Based on the information provided above, is there anything else which you think Warwickshire Fire and Rescue Service should consider when developing this proposal? – Comments (Proposal 1)</b>
<i>Selecting best person for job, not selecting to fill diversity quotas.</i>
<i>You hire people based on their ability to do the job. Simple. No bending the rules or favouring anyone just because you have a box to tick.</i>

*When I'm leaning out the upstairs window of my engulfed house, do you think I really care where the heroic fireman\person climbing up the ladder is from?*

*I'm not sure what information you have provided above. It is very vague*

*See above*

*The fire service must recruit those best suited to the job. It is a job that not everyone could handle. Within its structures there should be a level of support for those firefighters exposed to the most horrific incidents.*

*Primary crewing of special appliances for the future.*

*Actually listening to staff and not make decisions based upon management, old school rhetoric . Staff below Grade G are not ever taken seriously*

*It should not result in over representation, or taking someone on just to fulfil a quota. Suitability for the job also needs to be considered.*

*While it is important the the service reflects the community when recruiting the best people for the job should be picked and positive discrimination should be avoided. This means that all communities should be encouraged and informed when recruitment is taking place.*

*Consider that only a small percentage of the community is made up of minority groups... hence the term `minority group`, and as such to ensure true equality a workforce should represent that same percentage make up of staff.*

*Also consider the young white working class boys who will see the recruitment posters aimed solely at BAME candidates and left questioning if they are unworthy or no longer welcome in WFRS because of their birth colour, heterosexuality or lack of faith.*

*Youth development is a very important aspect within this proposal*

*Change the culture of recruiting white males refresh your outward recruitment drive with pictures, podcasts social media of a service that's wants to employee a diverse workforce. Drive this with personnel from all levels showcase the women and BAME at senior levels and management show the new generation who are thinking about a new career it is possible*

*Do you actually know who the community is and what you mean by this statement? For example if there is an aging community in the area you work in, I don't think you are suggesting it should reflect this community (employing over 65 year olds for example) - so be clear about what you mean, don't hide behind vagueness, if you mean you are under represented with BLM people say so, if you mean women say so, LGB say so.*

*i.e. statement 'we include everybody in what we do' - what does that mean - you say it means you want staff to represent, but see my statement above about over 65 years, you don't mean that so be clear what 'everybody' actually means and what 'include' actually means (i.e. include for over 65 years could mean you*

*are going to visit older people and understand their concerns about fire risk).*

*You can get this statement right, but be clear not vague.*

*The impact of the workforce Mental Health*

*Rethink your motives*

*Carry on, continually reviewing, listening and reengaging with the wider audience.*

*Ensuring that equipment, uniform and PPE is suitable for an individual  
and that inappropriate equipment does not hamper an individuals ability to perform a task.  
Ensure suggestions to improve items are listened to and not rubbished.*

*Statutory promotional boards for Fire-fighters should include more community based processes and  
initiatives to fall in line with the fantastic work that if currently being done.*

*Institute of Fire Engineers based processes are dated processes, areas of these subjects should continue to be  
delivered through training and development.*

*Concentrate on saving the tax payers from fire and car crashes and forget time wasting woke issues.*

*We can remember that different cultures have a lot to offer and teach all of us. What may suit one  
community may not suit another, and so ensuring that the service be careful not to exclude anyone.*

*Give the job to the one who deserves it. Do not give it to the undeserving one who fills a quota.*

*Ensuring staff well trained and experienced  
Equally supported by their team and managers*

*The focus must be on what a person can do.  
Eliminate subconscious bias and employ the right people for the job in hand.*

*Even if certain sections of society are not represented by the workforce, education and understanding of all  
levels of the wider public should be understood in order to better direct the correct resources where they will  
be most needed.*

*Positive discrimination does not work, pick the best person, regardless of ethnic origin.*

*Think wider than just race, think about representing people living in different ways of life, like on boats, in  
park homes or travelling around. Their are different risks to all these ways of life that people living in houses  
would not necessarily understand.*

*Education, training , ability and team working.  
The wide remit of the service requires a variety of abilities and skills.*

*On the Whole I Think that Warwickshire Fire And Rescue Provide A really good Service to the People of Warwickshire and that there is Nothing else that should consider when Developing this Proposal.*

*location of fire stations and the area they support, such as motorway networks and business park that might draw on their services.*

*Nothing comes to mind*

*Encouraging young people in to the profession*

*Delete the proposal, it is unnecessary as legislation covers all possible problems.*

*Reflection is not the same as representation*

*Employ the best people for the job - don't worry about the ethnic balance*

*Be realistic, rather than dreaming about an unobtainable utopia.*

*None*

*Recruitment policy, diversity of current work force and those recruited in last 2-5 years*

*Equality of opportunity!*

*Have the right people, with the right skills, in the right place, at the right time*

*Carry out an internal consultation on EDI, SWOT analysis with workforce so everyone is included.*

*Understand and react to changing risk in order to deliver a modern, flexible and resilient fire and rescue service.*

*Plan for and provide a seamless emergency response in partnership with other blue light agencies.*

*Work with others to protect the public and help to keep them safe from fires, CV19 and other emergencies.*

*Understand our diverse communities to target our resources on those that most need it.*

*Work collaboratively with other agencies, stakeholders, partners and allies to deliver change.*

*Celebrate the diversity of our communities so that we can learn and grow.*

*I would like to see Warwickshire Fire Service actively recruiting for women and BAME fire fighters. If we don't reflect our communities, how can we understand and support them? Understanding the barriers that discourage women and BAME individuals for joining the Fire Service and genuinely overcoming them should encourage more diverse recruits.*

**To what extent do you agree with the proposal - 'Assess our capabilities to improve our ways of working in response to any future pandemics'? - Please tell us why.....**

*You deal with fires, not viruses.*

*Maintaining old, systems and processes reduces effectiveness in a changing world. This should be an on going process.*

*Any support that it is possible to provide whilst not affecting the main role is helpful, especially to vulnerable residents*

*There must be a significant risk of this disease recurring or another pandemic arising. Lessons can and should be learned and preparations made for this and other major civil emergencies.*

*I can't disagree with this statement but you are not giving me any information on how you are going to achieve this proposal. It is unbelievably vague.*

*Focus should relate to fire fighting...dealing with accidents.*

*As an emergency service fore staff are on the front line and must be ready for future events.  
Co-ordination between the emergency services is vital. The police, fire and ambulance - health service need to work together on this and perhaps in liaison with the armed forces.*

*We need to be as prepared as possible for future emergencies / pandemics*

*The Fire Service is a respected organisation and as such assists in providing faith to the community that help/assistance is available irrespective of cause .*

*To protect the workforce and maintain a resilient emergency response*

*Without this support the very vulnerable people in our society would be left without support.*

*The current pandemic seems to have caught the government out, and it falls to public services to deal with these situations effectively*

*All services need to consider how their offer can support current and future pandemics and threats.*

*As a service with skills that can be applied to assist others agencies in their time of need should be explored and developed.*

*As the general public look to our services for help and advice I believe that we should be forward thinking about how we can improve on what we have already done.*

*I think this won't be the last pandemic and this one isn't over yet*

*This pandemic caught us all out and I think the Fire Service has a unique opportunity to be on the front line helping people.*

*Covid 19 taught us a lot with regards to changing our response in all areas to meet the needs of the most vulnerable in our communities, its has provided us with lots of intelligence to suggest we need to ensure we are fit for purpose with our response, departments and future planning.*

*We should re-evaluate what we need to do and how we do it to ensure we do not slip back to the old routine and forget the challenges we faced.*

*We have some great work examples out there and we should build these into any future pandemic planning procedures.*

*As charities are hard hit by this pandemic they cannot always provide support that they previous did. The fire service can help e.g. deliver foods, necessities to the general public in their down time.*

*It is vital that we continue our excellent work. Our communities need us.*

*It is better to be prepared that having to "fire fight" when an event like the pandemic occurs*

*I doubt anyone would disagree that we are in a position of trust able to reach the most vulnerable at times of crisis, however in order to achieve this we need to recognise the expanding role and reflect this in the salary of a shrinking workforce being stretched beyond safe and sustainable levels.*

*It is obvious that most authorities failed to prepare for a pandemic of any sort, let a lone the current one. Safeguards and preparations for future such problems should help reduce the impact on communities.*

*It is important to ensure that service can be delivered during these times.*

*Although it would be nice to think that this won't happen again in the future, I think there are lessons to be learned in all sectors. Even if you never have to use the things you plan, there's no harm doing it.*

*Capabilities to meet an ever changing world is essential however this needs to be balanced with the current financial constraints on the country as a whole.*

*Assess means understand - this is a good statement. I am hoping the next page talks about action.*

*Need to learn lessons from the curent pandemic*

*All of what was highlighted above, increase of hospital to home, delivered food parcels and kept contact with vulnerable residents, were carried out mostly by one department, not the wider service, some of which were sat at home. Apart from crews/control being in their bubbles, which I fully support. The public saw the fire service doing this great work, but it was green book staff who was actually doing it, with half of the staff being on 12 month fixed term contracts.*

*The department showed, through leadership, (\*\*\*) it was capable of working safely in the office, putting robust measures in place to protect staff, who were willing to continue to provide a service. Some may say it was wrong to do that, but we showed it worked and continued to deliver, every time we were asked to do something.*

*It was refreshing and gave encouragement to the team when \*\*\*\*\* and \*\*\* visited and spent the day on*



*the front line carrying out some of the above. They trusted the team and the measures that were applied and rolled up their sleeves.*

*In our present climate it seems a natural progression.*

*COVID 19 is new and evolving to face the challenges it poses is a must.*

*The pandemic has presented  
Numerous issues  
Highlighted others  
The need to care for each other's welfare is paramount especially those in need or vulnerable*

*Contingency planning for such events has been paid lip service.  
The current situation should remind everyone of the need to plan, train and finance for potential incidents, scenarios like this.  
The fire service is ideally placed to provide capacity to meet these needs*

*At times like this, then community resources must act together to protect and help the vulnerable and needy.*

*Plans need to be in place and rehearsed so that they can be put into action as required.*

*so that we can provide a rapid and effective response no matter what the pandemic or national/international emergency*

*It is very important that services should cover all current and future outbreaks, and to understand which sections of society need help so as to better target resources*

*Vital to improve how we respond in the future. Also responses will have varied across the country. Need to note and learn from best practise.*

*Developing partnerships will help access vulnerability and reduce risk*

*we need to learn what went well and what didn't go well so that WFRS can continue to work through any times of pandemic*

*Please don't forget why you are there. A fire service first*

*Helping your local community is a good thing, how could it be discouraged?*

*By working together with partner agencies we can be stronger together and be able to meet a changing landscape flexibly. It is good to be able to pull together and adapt as things change. The support provided to help in the communities has been amazing, we should not lose this because things are getting back to normal.*

*So the service can be ready for all eventualities.*

*These are currently strange and unprecedented times so I think everyone needs to review and perhaps review their ways of working to deal with the current pandemic and any future situations*

*No one knows what the future holds but the emergency services must have a plan ready for any occasion*

*Clearly we were all taken by surprise and we need to accept this is likely to happen again and therefore we need to have a better and faster to implement response*

*The NHS needs all the help it can get*

*You have forgotten the core principles for which you are employed.  
It is not your position to deal with pandemics.*

*It has become evident that future pandemics are possible and vital that emergency services can help*

*Any emergency service must plan and have the flexibility to meet the unknown but it must not be deflected from its core responsibilities*

*Instead of constantly cutting services and establishments, you should have sufficient emergency back up for likely scenarios. It was always done via the Civil Defence Plans, but recently fell victim to those who wished to raise salaries by diverting equipment renewal costs.*

*This seems obvious for an emergency service and no further explanation is required*

*We need to be ready, but this should not shape the focus of everything we do.*

*Covid is unfortunately not going to go away so the more we can adapt and prepare the better we can function in the communities.*

*I'm sure the Fire Service has made a valid contribution to the pandemic but this is not the core duties of the service. It is the wider fire and rescue risks that Service should give its main focus to. Furthermore phrases like "assess our capabilities" gives little detail to give a meaningful response. I imagine all organisations are doing the same currently so there seems to be little value in consulting the public on such a bland statement.*

*We need to assess all eventualities in an ever changing world and get ready for living with pandemics*

*There will be more pandemics in the future*

*Everyone should pull together which makes the community stronger and knowing there is additional support is very encouraging*

*I believe it is so important all services pull together and work in collaboration for the benefit of communities. A trusted brand as WFRS promotes safety and security and at times, providing additional help to communities and adding value where it is most needed. Coordinating a swift response to elderly and the most vulnerable in their time of need.*

*WFRS has shown courage and strength and remained resilient to the changing effect of CV19 across communities. Providing reassurance and support to communities, the elderly and vulnerable members of our society as always. Working on a coordinated response providing guidance and training where possible for their workforce who remain at the front line.*

*I strongly support the continuation of the work which has been carried out by WFRS into the hearts of our communities when it is most needed. This is a test and sentiment that you have strong leadership and a proactive service across all department that continue to provide excellent service into the communities of Warwickshire.*

*The fire service is such a hugely important part of the community and they have the influence and ability to help assist other departments such as the NHS. They should help out wherever possible during situations such as covid*

*I don't think that the Fire Service can improve its efficacy understanding what it does well and what it needs to work on. It would be more beneficial to complete the process without blame or discouragement at all levels.*

*Hospital to Home Service. Unless you have been offered or received this service the average resident in Warwickshire is not aware that this service exists.*

**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'? - Please tell us why.....**

*It is important to me to know that public sector organisations have an effective plan in place to recover from the current Covid 19 and any future peaks or pandemics.*

*Same as above.*

*Maintaining old, systems and processes reduces effectiveness in a changing world. This should be an on going process.*

*For reasons stated in response to previous question.*

*Whilst it is important to be aware of how you might work in a pandemic, it is very difficult to plan for something unknown. Again, the proposal is not a proposal, just a statement of what would be nice to do.*

*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*

*Yes things may need to be done in different ways however main focus and spending should be on numbers fire fighters and the job itself.*

*I think brigade is losing focus*

*The public have a view of the fire service as simply dealing with fires and accidents. Pandemics are something new and equally menacing. As above the need for co-ordination between services becomes all the more important.*

*No one knows when and how they may find themselves to be the vulnerable person who needs help and it is essential that the fire service are ready to deal with the needs of people.*

*The known issue of staff reduction due to infection indicates that a tiered approach should be made to ensure our core activity is protected and crewed through any eventuality. Also tiers should reflect support provision to our communities. This would entail the scaling back to the need to provide as opposed to the nice to provide for our community.*

*Looking at the data the traditional role of the fire Service may be reducing as there would appear to be less house fires and RTAs however we all would like a local fire Service for when emergencies do occur so to broaden the role of the Fire Service seems a good idea so that there is a reason to keep a presence in all communities.*

*Future pandemics might be deadlier*

*The Fire service is working for the best interest of the public*

*To ensure the service is fit for purpose, can maximise its effectiveness but also still meets its priorities as a fire service*

*We need to build on what we have learnt from this pandemic to ensure that if anything like this happens again we can move quicker to help those that require the most assistance.*

*So that the service is prepared next time.*

*Because of the role the Fire Service can play and the trust that the Public have in the Fire Service*

*If we do not assess this, we could potentially be left without a response function to deal with any emergencies.*

*As previously stated to help those vilnerable residence in the borough*

*A targeted Service is vital to our communities.*

*When a workforce is demoralised by another insulting pay offer i feel the role we are best placed to carryout is the role of reactionary firefighting with the community safety and prevention elements outsourced to the private sector. This will highlight to those that make decisions on pay offers just how valuable a firefighter is and how insulting the recent uplift was.*

*To improve efficiency should there be another pandemic.*

*Every public service should be brought to bare during these unprecedented times in supporting the public, economy infrastructure etc being able to do this will require commitment and change as well as letting go of antiquated culture at all levels.*

*If you don't assess (and review) you don't understand*

*as above*

*Because we will see lock down again. We will continue to see vulnerable people slip through our net of not receiving a safe and well's, we will see others not accessing the right help and support that is needed or the chance of not being referred on, unless we work in a different way to reach those individuals. This may result in fire deaths and serious injuries from fires, which will undo all the great prevention work that the service has carried out over the years.*

*To look after the welfare of all personnel and the people we serve*

*See above*

*To ensure needs are met by all government staff I am a \*\*\*\*\* and work for \*\*\* I know how diverse my role has become over the last \* months we all need to change our duties to ensure the safekeeping of others are addressed*

*Contingency planning for such events has been paid lip service.  
The current situation should remind everyone of the need to plan, train and finance for potential incidents, scenarios like this.  
The fire service is ideally placed to provide capacity to meet these needs*

*There needs to be a plan so that assistance can be given without leaving gaps in other essential services that need to be covered during the outbreak.*

*No pandemic is the same as another and therefore it's important that services are flexible and better able to adapt to different needs from the public.*

*See last answer*

*enhances resilience*

*Future planning is a good thing.*

*Same as above: ie "By working together with partner agencies we can be stronger together and be able to meet a changing landscape flexibly. It is good to be able to pull together and adapt as things change. The support provided to help in the communities has been amazing, we should not lose this because things are getting back to normal."*

*we don't know what the future holds but covid has given us an insight; this needs to be considered but the fundamental services of the fire service must take priority.*

*It should be important to everyone as it affects us all*

*The service you provide needs to be maintained at all times*

*You are our go to people for every emergency. Who is better trained ?*

*You should not be involved in any way.*

*Whilst no-one expected the Covid-19 attack, it was always a possibility, just as an ICBM strike was, and still is, and Nuclear Defence measures, such as 'Protect & Survive' were kept, however outdated, but ... just in case.*

*Again, it is important, however, so is dealing with day to day problems.*

*As mentioned before we need to prepare for the worst case that if crews have to isolate or attract covid themselves. Our response model will need to possibly change to create bubbles. I feel that office based WMs could be assigned to work from stations to assist in crewing and add resilience*

*See previous comments. This is the core duty of other services.*

*As a customer of WFRS I need to assure that the service which is providing a service to its customer can meet the ever-changing demands of its community. Developing and improving effective change is to meet new risks, to adapt to social change, to improve effectiveness and efficiency and to grasp the opportunities offered by technological advances.*

*I strongly believe that the capabilities of the service should remain at a high level so that we are assured as the community that we are in trusted hands. The skills the workforce need will change as technological advances and new risks are recognised; this change will include the way we modernise a fire service fit for 2020!*

*Communities face even greater challenges with CV19, climate change, housing, landscapes, road networks and flooding leading to more water related rescues and protecting livestock. Other challenges such as terrorist attacks and community tensions based on political decisions and community cohesion are part of daily events. In every aspect of change, WFRS need to ensure that an effective peer challenge process and to share best practice where possible. This will complement the safeguards and vision provided by HMICFRS.*

*It is their duty to help people in times of crisis, not just situations of fire or RTA but in all situations where the community should be at risk.*

*A better way of working should make the service more effective which benefits us all. The more effective the service is, the more lives it saves.*

*Too much has been left to chance in the early days of the Pandemic.*

*There needs to be clear plans on how the service will respond.*

*Web site appears to be more Warwickshire County Council than Fire & Rescue compared with those of other*

*fire authorities.*

*The only way to find information is by having to search numerous web sites.*

*A lot of businesses and local government departments email information which may be of interest to subscribers.*

**Based on the information provided above, is there anything else which you think Warwickshire Fire and Rescue Service should consider when developing this proposal? – Comments (Proposal 2)**

*Closer working relationship with neighbouring organisations especially with respect to \*\*\*\*\* (which should fit within and form part of the WFRS remit for both budgeting and management reasons).*

*As before, no information provided. What are you going to do?*

*Keeping your staff safe and healthy should be top priority, that would benefit communities in the best way*

*Widen the scope of duties undertaken by fire services*

*Co-ordination.*

*How the Fire Service continues to work with other partners and does not offer or duplicate services that are better provided by others*

*Look at what worked well during this pandemic and keep it.*

*Reduce the current work carried out and prioritise rather than following previous trends of adding onto an already expanding role. Platitudes are all well and good but the take home pay required to keep up with living costs are ultimately why we motivate ourselves to go to work in the first place.*

*You should recognise the crews that helped keep services running as normal during the pandemic, and harsher management of those individuals within the role that used it as an excuse to get time off.*

*Think about how this could be done collectively with all emergency services and local councils, stop using administrative boundaries to justify spending. Public services is a resource for all and should not be separated by a badge they wear or where someone lives.*

*Be honest - we only move forward by honestly assessing current.*

*Be open to new ideas*

*Pray there isn't another pandemic!!*

*As an \*\*\* \*\* Worker - thank you for your support!*

*Care for staff*

*Be flexible enough to address the changing needs. We may not be aware of what is ahead that needs addressing but keep open mind.*

*Think wider than Warwickshire.*

*Pandemics are just one topic of "crisis". There are other crisis matters such as Global Warming and the lack of water provision to fight fires and grow crops etc*

*As long as the best use of resources is made in any further and future outbreaks then more sections of society will feel they are covered in case of need. Nobody should feel they have been left out by emergency services and that everyone needs to know help is available when needed.*

*Just do your best and help those you can, without endangering yourself. Simple!*

*Just want to point out that it was the \*\*\*\* team that delivered the services to help and support our communities by providing additional services to our vulnerable residents. For example, we increased our hospital to home service, helped deliver food parcels and we kept in contact with our vulnerable residents to see how they were getting on.*

*Think about how to access rural and physically distant people. Towns and cities generally have good infrastructure, resources and networks to get help to people who need it. Rural villages and hamlets have less of these things so might benefit from more help - even if this is online in the form of a database or signposting.*

*Evaluate whether the Fire and Rescue service should be the responsible body to undertake extra services during a pandemic. Decide which of these services sit well with your set up.  
Know what is likely to be required and plan ways to provide useful assistance if and when the time comes. Be prepared!*

*Hopefully there will not be any Future Pandemics (least ways not for A While let,s face it there has,nt been A Really serious one for A Hundred Years) so is it in Warwickshire Fire And Rescue case to make Plans for Something that might not Happen.*

*Have an active risk level assessment at all times*

*Safety for your personnel and huge amounts Of mental health and occupational health support*

*Delete the proposal.*

*As pandemics are more long term the Service must consider and concentrate on core skills and knowledge.*

*Consider installing local liaison set ups in all, small widely scattered communities, working with Local Authorities and other Emergency / Volunteer Services.*

*Just my previous point of WMs in offices assigned to stations.*

*How other uk and international services are responding*



*There may be an opportunity to conduct an audit of the service so that the service is well equipped, informed and has the right workforce at the right place at the right time to provide an excellent service to all its customers.*

*I would like to assume that sharing and learning from best practice with other regions would be part of the process*

*I believe there is a need to make information more readily available to the residents of Warwickshire. Having had a Fire Safety inspection in my home years ago I asked for sufficient copies of the booklet to give to all the home in my street. I happen to live in a street where most of the residents are retired. Completing this survey makes me think I should repeat the exercise.*

**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 our statutory duties? - Please tell us why.....**

*Fire and Rescue Services should be proactive in ensuring that their emergency response remains effective as the County changes due to new buildings and changing public behaviours.*

*If you mean shutting down a whole load of smaller fire stations and making a few large ones then I completely disagree. Every town needs a fire service.*

*Whilst maintaining high levels of flexibility which I also believe to be essential.*

*I can only speak as a resident of \*\*\*\*\* which is growing as a village hugely with new houses being built all the time. In rural areas having a local station is the difference between life and death*

*Presently, WFRS response times against their own standards are not being met as evidenced within this IRMP. This is either down to lack of appliances and staff - a matter for urgent review if that is the case, or it is due to appliance stations being in the wrong places. A review is encouraged but ONLY in the event that there is no net loss in staff numbers or appliance numbers.*

*This needs to be done as you are not currently meeting your 75% attendance time target. This suggests resources are either in the wrong place or simply not enough resources to cover the area.*

*Its of obvious benefit to have resources where they are needed, with more and more housing and business areas being developed and spreading out the current locations of assets may nit be the right place for the future.*

*There is no need for a whole time Station in Alcester it is a money pit and Is not busy enough to warrant the spending.*

*This is surely critical*

*I would hope you have already done this?*

*I often wonder why the police, fire and ambulance service do not share the same campus? This would make co-ordination and communication easier and may support efficiency.*

*By making sure resources are in the right place at the right time there will be a faster response and that can save lives and distress*

*Again, Listen to staff and stop taking on mindless projects that waste money that is so valuable elsewhere.*

*This is a necessity in order for the Service to provide the most effective service to it's communities.*

*It makes complete sense to have resources where they are needed*

*It's all about getting there faster, with the proper trained staff*

*Change is happening all of the time - there's a risk that if this does not remain a priority previous plans become out of date very quickly*

*Warwickshire is growing all the time, HS2..*

*Surely this is something you should be doing already, as a matter of course.*

*Looking at the results on where the most incidents were over the previous year we need to look at are the right resources in the right place and do we have enough to cope with the growing population of the areas with new homes and schools opening.*

*This should not be used as an excuse to make further cutbacks under the guise of improvement to services*

*Fire stations are dated, in the wrong places and in need of assessment. They were great when they were built in the 70s but as the towns expand they need to move to enable response times to be met.*

*Time is of the essence - life or death so its important the service can cover the requirement sof all the borough.*

*It is vital we have the personnel and assetts in the correct places to deal with anything that is presented to us.*

*It is rather obvious. I would expect any closures to be risk assessed.*

*Most stations were built long before the network of roads surrounding them, and the expanding size of towns has put strain on the road networks with increased number of vehicles moving through the county. The unreliability of an on call appliance being available 24/7 has increased the burden on it`s nearest wholtime station, and combined with the loss of strategically located stations in a political game of chess in 2009 there are huge disparities in the likelihood of getting a reasonable response in a postcode lottery.*

*Emergencies need prompt access to resources.*

*It is vitally important that you assess the risk in the correct manner. Your IRMP document does not do this. Looking at fires and RTCs is not a proper risk evaluation. You have other types of incidents where there is immediate life risk and this does not appear to be taken into consideration.*

*being in the right place in the future is important. Given the expanding numbers of housing estates, and the work you do on the motorways is a base in the centre of Leamington still sensible?*

*This goes without saying however your assessment of risk will need to be reflective of rural communities not just mass population or industrial area.*

*How else can you effectively function?*

*We have such a rural patch, response times to these areas needs to be comparable with urban communities*

*The only time I called the fire brigade for a car fire a few years ago, 2 engines arrived. One from \*\*\*\*\* road, \*\*\* and one from \*\*\*\*\*.*

*Times change, our services must change with them, if and when it is needed, but we should not be scared to say no, at times to change, just for change sake.*

*Completely agree.*

*However thought must be given to those who may suffer if there is a change of location and they are adequately compensated due to not living within a turnout area - due to a change of station. I know this could happen to me personally.*

*You should be doing this all ready, not something that should be a new proposal*

*I strongly agree, so long as this isn't a cost cutting exercise to close stations and lose staff!*

*To insure support applied when needed*

*Yen minutes is a long time to wait of you are in a life threatening situation.*

*in a world of limited resources, efficient use of what is available is critical*

*That's required to deliver the fundamental services.*

*Society is continually evolving and services need to be targeted to as wider and more diverse area as possible. Lessons learned are very important in realising where services fall short or where services should be available for immediate help. As more housing is built and the population grows, the emergency services have to be able to provide resources anywhere they could be needed.*

*It is the only way of ensuring that with limited resources what we do have are both targeted/sited in the best places, but also flexible enough to deal with the unforeseen.*

*resources should match risk and reflect changes*

*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.*

*Not enough part time stations are available in the daytime. Do we have enough availability in the day. If so what are the plans. Proposals are rather vague with no substance .are there plans to move firefighters or engines?*

*Don't close down fire stations without careful assessment of the danger you put the community in if you close local fire stations...which is what your really trying to do..*

*Without the fire service people would die. It is very important that the resources are maintained and deployed in the right areas to maximise them.*

*I think there have been too many cuts to our emergency services and know a number of fire stations have been closed. I think it is right to review and assess this, even more so in light of COVID, to ensure that the service does have the right capacity as well as sites to offer the first class service that we have come to expect from our fantastic Fire Service.*

*Fire service must be situated where its needed most and to have easy access to major arterial roads*

*Goes without saying this is a given and highly important*

*You can't do the job if you don't have the people and equipment*

*This is not necessary: you should be doing this as a matter of course. We are aware that you will need to consult with local authorities and the community when forming any further proposals.*

*It is vital that resources are near enough to get to where they are required in the shortest time to prevent loss of life and property.*

*The risks are changing and the various industrial and housing projects need to be reflected.*

*You must at all times avoid the catastrophic centralization of services that has so badly affected the Police and Ambulance Services from correctly doing their job.*

*Obvious ....*

*There is one question that your statement leaves open "who decides that resources are needed in the place that they are located?"*

*Stop cutting resources to meet budgets. The resources required should dictate the budget required, not the other way round.*

*Its about getting fire appliances to incidents in the quickest and safest time to meet our standards to add better value for the community. Looking at new station locations is important*

*I would have thought this was an ongoing activity all the time. Like the previous questions, the proposal is very bland and almost meaningless without further details as an issue for public consultation.*

*Should be continually under review as needs change, houses are built and population increases. We need facts, not media driven, alarmist campaigns, such as keeping Kenilworth open. Was that the right thing?*

*I believe that it is important that we have a high level of service in all areas meaning that the equipment and staff are well equipped with the knowledge and information and are at the right place at the right time so that they are able to meet the demand at all times.*

*I would also like to add that the safety of firefighter is important taking to account the wellbeing and fatigue issues as well making sure that the level of training is delivered as and when required.*

*As a service we are able to make investment to building and equipment so that the service is well equipped with new technology which is paramount to the safety of Warwickshire communities.*

*fire services should be accessible all over the county. There should not be any areas that could be let down due to a station not being near by. This will put communities at risk of incident and accident.*

*I agree with the above explanation. A improved service will save more lives.*

*All organisations/ businesses must carry out regular checks on themselves in order to ensure they are functioning .*

*Have the right personnel of the right calibre, that they are up to date with the changes in technology. Are providing value for money in the service they provide.*

*Sometime it is useful to have these carried out by external consultants.*

**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'? - Please tell us why.....**

*It's important that we have local fire stations. The closure of small local stations is not an option.*

*Without proposals it is difficult to comment*

*You should be doing that on an ongoing basis.*

*With more houses being built in Warwickshire some stations may need to be more than retained*

*Whilst maintaining high levels of flexibility which I also believe to be essential.*

*See response above. More work needs to be done with District Councils, in their guise as Local Planning Authorities to release and create Section 106 liabilities in order to fund any associated changes eg major housing developments in Rugby & Leamington Spa should be funding new response stations on the 'Gaydon' model.*

*See above response*

*See above*

*Right equipment in the right place at the right time*

*as above*

*As I said above, if this is not already the case then why is it not?*

*By making sure resources are in the right place at the right time there will be a faster response and that can save lives and distress*

*Maintaining the best emergency response possible*

*Again, Listen to staff and stop taking on mindless projects that waste money that is so valuable elsewhere.*

*It could mean the difference between life or death*

*As above*

*Change is happening all of the time - there's a risk that if this does not remain a priority previous plans become out of date very quickly*

*As above really as the population of Warwickshire grows over the next 5 years does the Fire Service have enough personnel and physical assets to cope with the growth. Larger families living closer together.*

*It is time to evaluate shift systems fully, and look at new operating models to ensure we meet the risk.*

*As above*

*For our communities and the safety of our personnel.*

*This piece of work should have taken place a long time ago, and has been widely investigated and discussed. Unfortunately the service has always relied too heavily on pleasing its political masters and has historically allowed them to dictate badly thought out closures of stations, in order to place a resource on a councillor's doorstep.*

*As above.*

*As above*

*But it should not be just about response, other support services with in WFRS also need the correct buildings to work from and deliver focused solutions and be able to move with purpose and energy.*

*As above - consultation needs to be upfront and honest from the beginning*

*Obviously you need resources in the places they are most likely to be used and from where they can be swiftly deployed. This should be regularly reviewed, especially with the closure of stations - if this has not had an impact on your ability to deliver your statutory duties, then this is good, but it should be recognised if it has affected it.*

*See above!*

*Staff and public need to feel confident and comfortable with services provided*

*in a world of limited resources, efficient use of what is available is critical*

*Plans must be in place with enough resources to cover for the majority of situations.*

*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.*

*It is important that information is collected to better direct available resources where they can be best used. A continually evolving society must be reflected by the fire service, which must be able to adapt to change.*

*See previous answer*

*as above*

*WFRS needs to be they are needed when they are needed*

*Closure to save money doesn't always work...*

*For the above reasons: ie "Without the fire service people would die. It is very important that the resources are maintained and deployed in the right areas to maximise them."*

*Saving time saves lives*

*It will keep us safer and ensure the best level of safety is delivered*

*Stands to reason*

*You have previously consulted local authorities regarding unnecessary 'assets'. This proved to be a waste of the authorities time and your time as you did not act on any suggestions.*

*This is core business.*

*The pattern & location of bases has been worked out based upon years of actual need, it is ridiculous to simply close stations and rely on 'Hubs' (always miles from real areas of need, ineffectual and inefficient) just as a money saving project.*

*As per previous reason*

*Its about getting fire appliances to incidents in the quickest and safest time to meet our standards to add better value for the community. Looking at new station locations is important*

*I expect this to happen routinely! Any public consultation should be based on what you plan to enhance or change the service, not set out a general intention to review something.*

*Having the stations situated where they are is encouraging as they can save more lives and property and protect the environment*

*Repeated Question Please see above.*

*People's lives and safety depend on it Closing fire stations*

*As stated in question above unless this work is carried out regularly management is not going to know what is going on and whether this is correct for the organisation.*

**Based on the information provided above, is there anything else which you think Warwickshire Fire and Rescue Service should consider when developing this proposal? – Comments (Proposal 3)**

*Upgrading stations from retained to either day crewed or whole time with more houses being built in Warwickshire*

*Section 106 liability maximisation; co-location with WARKS Police or WMAS eg at Greys Mallory or Tournament Fields to serve M40; M6 response station at the Ricoh arena*

*What has changed between now and the previous IRMP? You said you needed to do this last time and yet attendance targets are still not being met. Will you achieve anything this time?*

*Give consideration to enviromental issues such as flooding and maybe enhance the ability to deal with them.*

*Look at 2 pump stations and why they are needed other neighbouring services have more incidents at single pump stations why do we pay for 2?*

*Warwickshire F and R S yes, but who is talking to and with other fire services? Which service is, or has, developed best practice? Collective collaboration is a rich vein to explore.*

*Again, Listen to staff and stop taking on mindless projects that waste money that is so valuable elsewhere.*

*Review of appliances eg LRP capabilities and general issues that have arisen with the appliances recently*



*Sadly there is no real information provided in the plan. No real indication of how you intend to cope with the increase in housing being built in the south of the county. No information on your plans to keep equipment up to date, and in the right places, what you plan to invest in. I would expect to see a 5 year financial/investment plan.*

*Location is the key*

*To consider what assets are available from bordering Fire services*

*There should be adequate cover for built up areas, but also rural areas. Ideally, resources need to be divided into different suitable locations as required to satisfy the needs of both urban and rural areas.*

*Future proof the new locations and consider OB assistance may not always be reciprocated due to their own constraints.*

*Consider the crews forced to work in poorly designed and equipped stations (such as Gaydon) and the difficulty then faced of attracting anyone into it.*

*Consider the wisdom of splitting a 2 pump station with specials who will then have to co-locate in order to operate or train that equipment.*

*Strain put on single pump left in Rugby for example while awaiting second appliance at incidents..... better to increase number of appliances in a risk area rather than rob peter to pay paul.*

*That there is adequate services for the local community and any cuts does not lead to losing lives*

*All life risk incidents, the lack of 10 minute coverage within the service to be able to respond to life risk incidents.*

*Consider special contingency measures and hub locations when flooding incidents occur so response can be more efficient.*

*How flexible is your resources do they move with risk this said planning for the unexpected is always difficult did you plan for COVID 19. resources will need to be pulled together in the future and reliance on other services will need be looked at.*

*I am not sure how you can achieve this with the current funding issues, there presents (to a lay person) as there not be sufficient funds to have the right assets and people in the right place at the right time.*

*Small communities and stations are just as important as large cities, please protect them*

*To keep open mind*

*Be flexible if necessary and change accordingly*

*Staff must widen their portfolio of functions that they can provide*

*How could you use volunteer groups to address extraordinary situations?*

*Maybe during the current pandemic, volunteers could be used to deliver items to the needy leaving your resources free to cover for the situations where specific training is required.*

*Act as a focal point for command and control of volunteer groups to effectively increase the resources to tackle extraordinary circumstances, such as COVID*

*Statistics and data are important in directing services where they will be most needed, and a continually evolving service will better reflect their need by the ever growing community. As wider coverage of services as possible should be available and no section of society should feel they are not able to call on help when needed. Education is important but services should be directed to as wider area as possible, not leaving businesses or public feeling they are not covered by help.*

*If your thinking of closing rugby fire station, remember the population has increased a lot in 20 years....thinking you can close fire stations and using say Coventry or Other local fire stations is complete nonsense.*

*Think about rural areas as well as towns. A fire station on call responds slower than a 24 hr one. Don't just consider populations based on number of houses, there are many communities living in alternative ways, marinas of boats, park homes, traveller communities etc as well as the ones that travel the waterways or roads. Consider how you would attend a boat fire in the middle of nowhere.*

*Provide awareness education of safety and fire risks for :*

*The general public in the the home,*

*Risks in the workplace*

*Risk the wider community*

*Safety at home for the elderly and vulnerable adults*

*Arson prevention measures.*

*As Special services rescues include rescues from water and given the recent flooding in Warwickshire in November 2019 - the number of these rescues or impacts of flooding may increase in the future due to climate change and more extreme weather events. As such considering flood risk when placing resources and assets could assist in delivering statutory duties, both in relation to flooding preventing access/egress to residents or flooding hotspots where specialist rescues are likely to be required.*

*Bigger budget but used wisely*

*Reduce the large number of Fire Stations with immediate effect.*

*It is important that fire stations do not close down so that a nearby response is available in all areas rural and urban*

*The 70% in 10 minutes response does not sound very impressive. It would be interesting to know the quantity of response to different levels of risk in various geographic areas within the County. Those figures could be more reassuring.*

*Local communities should have a major voice in deciding what resources are required locally*

*Maybe possibly split all 2 pump stations and re-locate to harder areas to hit.*

*Transparency in all data provided to help all understand compromises*

*Strengthening our collaboration, networks and engagement opportunities with all communities.*

*I hope Closing fire stations and making fire fighters redundant are not in the plan. That smacks of austerity not improvements for the people that you claim to want to keep safe.*

**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'? - Please tell us why.....**

*Leave health matters to the NHS.*

*You deal with fires. Leave the NHS to do it's thing.*

*Long term and integrated solutions need to take priority.*

*Only if agreed with other agencies eg as Northants FRS where appliances turn out to assist the ambulance service with medical emergencies (especially in rural areas)*

*I can't disagree with this statement but you are not giving me any information on how you are going to achieve this proposal. It is unbelievably vague.*

*Horses for courses.*

*A firefighter is just that not a social worker or community nurse.*

*Fair enough fire safety advice etc but as for social care issues leave it to the professionals in that area*

*There is latent capacity within response to enable this to be a focus for five years*

*Not in fireservice role*

*The government should stop cutting back in social care, social workers, care in the community, and mental health support so that police and fire fighters can do their actual jobs.*

*Losing sight of core business*

*If there is no 'shout' to answer and no training in the pipeline then this would represent a real opportunity to deploy staff into a wider role in the community. It would be one that would be appreciated.*

*It feels sensible that our health care and social care partners are supported by WFRS. By educating and helping people to stay safe and well this also reduces the burden on the NHS and Social Care*

*Help in protecting the community when they need us most*

*See previous comment, broadening the role of the FS would help to make it relevant to future situations that might arise*

*I think the work we do with partner organisations is 100% brilliant. This is going to continue to need funding. I hope the government won't screw this up too!*

*There is always more that can be done even with limited resources*

*I would think it's the government's job to protect social care and the NHS, and it should be a priority. If it isn't, we need a new government.*

*The Fire service make's a different to people lives.*

*The current offer e.g. hospital to home and safe and health checks demonstrates how the fire service can support wider community health outcomes*

*Similar to the pandemic question, however ensure you are covering and exceeding your statutory duties before expanding into other areas.*

*The Fire Service is a specialised service so in some ways we don't want to dilute that. If however there is some cross over with the services then working together to get the best result is always the best way.*

*Should not be the job of a firefight*

*We have alot to offer other service, so why wouldn't we work with our partners to assist the most vulnerable.*

*Social care is on teh brink and needs as much support as can be provided by trained resources especially when in pandemic situations.*

*Support of further initiatives in the community is good but this must not be at the reduction of service of our primary function.*

*WFRS serve the community so the more involved they can be, the better. Extend the Hospital to Home service*

*While we carry out their roles the government will be seeing that as an opportunity to cut them further. We should be supporting the hard working staff of the NHS by backing them in their fight for more funding. We should concentrate on the primary role of the fire service unless the services merge and we get paramedics on the back of fire engines putting us up to 5.*

*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.*

*Reduction of injury/damage to property would obviously be of benefit to social care and NHS.*

*I work for the \*\* and \*\*\* so this is important to me*

*I think this is really hard as everywhere is under funded - I agree that the proposal is a good one but in practice, will this limit your capacity in other areas and what effect could this have?*

*Although these questions are loaded towards an answer this is again essential we can respond to the health needs of our communities*

*In the past information and services have been fragmented. Shared data and more communication between services is vital.*

*I think your work should compliment but 'protect' the NHS and social care? The NHS and social care have their own roles and what would 'protect' actually entail?*

*As previous sections of this questionnaire I can't answer as the sentence is too vague, you would need to tell me what 'protect' entails to be able to answer. On this question I fear you have gone with a populist headline rather than something meaningful that could be considered and critiqued?*

*Can be ideally placed to support those vulnerable and isolated communities*

*I agree, but it must be proportionate to what work we can deliver on and the support that we can give to NHS and Public Health.  
Steps have to be taken carefully to ensure we chose the right work and not because it attracts large pots of funding. Work that we know makes a difference to the people and the wider Health Organisation.*

*Agree*

*However it is important not to let this get in the way of our core statutory duties - this is something to work on - once we have the statutory elements of our duties in a good place.*

*This work is already showing good signs and it is good to collaborate.*

*A collaborative effort enables the blue light services provide the best possible service for the community and its changing needs.*

*Your job is to fight fires etc stick to that*

*Perhaps these proposals could be made more widely public?*

*To provide support and guidance*

*Whilst their capacity allows them to support this idea I am not sure that this area is the most effective use of fire & rescue staff.*

*It is essential to ensure no single resource is stretched beyond capacity.*

*Multi-Agency Approach*

*Wherever possible the fire and rescue services need to be able to help other emergency services when they are called upon. Best use of resources is important and when not actually fighting fires the service should be helping other emergency services whenever and wherever they may be needed.*

*Unless all public services work together and support each other with all the cuts there have been the public will really suffer even more neglect than they do now.*

*build relationships with key partners will enable risk reduction opportunities*

*its important agencies work together to help support those most vulnerable people in the communities*

*I hope frontline availability is not compromised with such proposals. I assume this is directed at support staff*

*Your fireman and women....your not trained to do social care.....though doing fire checks for the elderly is greatly appreciated.*

*By working with the NHS and health and social care you are freeing up resources that allow them to focus on the most needy and they can stretch their resources further. Social Care and NHS need protecting and if you can support them in any way that would be great. Although ultimately they should be adequately funded and supported by the government in the first place!*

*Now, even more than before, we all need to work together to help our community and so I think this is a great proposal for all concerned.*

*I Think that it is A Good idea for WFARS to work alongside other Emergency Services as this could Possibly benefit everybody.*

*It's the ideal opportunity to broaden the fire services remit*

*The more integrated we work with each other the better*

*We are a nation with many needs and not so many good people to deliver what is needed*

*Community health, social care and the NHS are not within the competence of the Fire Service. You should not be contemplating any involvement.*

*The Covid-19 pandemic has demonstrated why it is important for emergency services to work jointly with the community and the Social Care and NHS*

*I do not understand this. The whole community deserves protection. The NHS should be protecting us.*

*The 'multi agency approach' bought in by Authorities in the 90's was very quickly proven to be a serious error, and showed that no-one benefitted, certainly not the Public. By taking away the prime directive for a Service ad spreading its role out, it caused confusion at both grass roots level and in general response to all questions.*

*This is not a “fire service” requirement, it depends on the degree of “support”*

*The Fire Service should be the Fire Service, not the NHS....*

*The NHS are under immense strain and by the service working collaboratively together could help ease that strain.*

*I have seen some positive examples of the work the service has done over the last few years and it is laudable. I would question, however, whether this is of such high importance to the service that it is appropriate to be contained within this set of proposals.*

*When listening to the current evidence being submitted to ongoing public enquiries such as Grenfell Tower and Manchester Arena I would have expected to see major emergency preplanning to be a key priority for you in this plan rather than the proposals I have seen so far.*

*You are the fire brigade, not the NHS!*

*I believe as a service we need to work cross services especially with the excellent collaboration during CV19. A more community centred approaches is needed mobilising assets within communities, promoting equity and increasing people’s control over their health and lives.*

- *Strengthening communities – where approaches involve building on community capacities to take action together on health and the social determinants of health.*

- *Volunteer and peer roles – where approaches focus on enhancing individuals’ capabilities to provide advice, information and support or organise activities around health and wellbeing in their or other communities developing fire volunteers to support.*

- *Collaborations and partnerships – where approaches involve communities and local services working together at any stage of planning cycle, from identifying needs through to implementation and evaluation.*

- *Access to community resources – where approaches connect people to community resources, practical help, group activities and volunteering opportunities to meet health needs and increase social participation.*

*If the service have the ability to assist the wider community outside of the fire remit then they should be able to do so.*

*It sounds great, but what does it actually mean? What can you do to improve health and protect the NHS and social care? It sounds like political speak to me.*

*This will depend to a large extent on how it is viewed by the representative bodies.*

**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’? - Please tell us why.....**

*Leave health matters to the NHS.*

*Same as above.*

*I can't see how social care is part of the fire services job. We need more firemen/women and more social care reinstated. Cuts to these are criminal.*

*Long term and integrated solutions need to take priority.*

*It is important that our emergency services work together and support each other to provide an integrated service*

*As above - only with active encouragement and participation of WMAS*

*You are a fire and rescue service. The basics of meeting your response targets should be met before you divert resources to other areas*

*This should not be a fire service activity i would rather they spend their time on fire/accident prevention and training*

*This is essential within the role of a firefighter and the service should push the union to change their stance*

*Focus in doing your own job not nhs jobs*

*Whilst it should be considered government should stop cut backs in other areas to allow police and fire fighters to focus on their main jobs.*

*This is irrelevant for fire service*

*Our population is aging and there is an increasing need to deploy our resources to maximum benefit.*

*I would hope that any advice given to me by the WFRS would keep me safer and well so that I could live a better life keeping me healthier and able to look after myself for longer.*

*I think the work we do with partner organisations is 100% brilliant. This is going to continue to need funding. I hope the government won't screw this up too!*

*See above*

*I think there should be much closer links between WFRS and the ambulance services.*

*Prevention is better than the cure*

*The current offer e.g. hospital to home and safe and health checks demonstrates how the fire service can support wider community health outcomes*



*Community when something like the pandemic hits we need to pull together so that we all get the best possible outcome*

*We have a good track record of working with our partners, we have started projects that have been very successful in recent years, my only worry is that it is properly funded and commissioned.*

*As previously stated - social care needs extra support in these times*

*To assist our colleagues in the Health and Social Care is vital but again not at the reduction of service in our primary function.*

*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 farmers.  
We are not and never should be a national asset to be used as the army have in the past. Next time Serco can't provide security at the olympics we'll have trucks off the run while we prop them up at this rate.*

*As above*

*As above the point is too vague to understand what you mean by this.*

*It is important to develop opportunities to build strong relationships to protect social care and NHS, as it has shown countless times, one departments vulnerable person is another departments vulnerable person, they are one of the same.*

*There is a role for us to play in this area - using the good reputation that the Service has.  
However this is not to go racing ahead of our core duties which are to prevent fires, rtc's and water incidents, it should be done almost as a separate arm to the service on a non- profit making basis ( any additional money invested back into service)*

*it gives use a wider view of the communities that we serve, improving our delivery.*

*As long as it doesn't distract the fire service from its core job.*

*The Fire Service is excellent at being the eyes and ears on the front line, and informs Social Care and the NHS of what is going on behind the community's front door. Most people trust us and see us as a friend who is there to help.*

*....so long as it does not take away from firefighters being firefighters and remove funding from this crucial service*

*Roles in all services have changed and will / may need to change again according to pandemic now or in future*

*Why is this needed as a priority of the fire service. Surely concentrating on protecting the health of people through education on fire safety, accident prevention and fire precautions should be the priority not*

*"supporting community health outcomes". The community have Joe Wicks etc for that but if my house is on fire I'm not sending for him.*

*Whilst their capacity allows them to support this idea I am not sure that this area is the most effective use of fire & rescue staff.*

*In these times of job cuts, layoffs etc there is only so much resources (people, equipment, money...) to go around. Cross functional services must be considered to ensure that the system remains effective regardless of the circumstances.*

*Sharing information and resources cuts costs overall*

*Although not their primary duty, the fire service should be adaptable in order to best use its resources to help other services so that everyone feels safer.*

*Please see previous answer*

*Read above.*

*For the above reasons: "By working with the NHS and health and social care you are freeing up resources that allow them to focus on the most needy and they can stretch their resources further. Social Care and NHS need protecting and if you can support them in any way that would be great. Although ultimately they should be adequately funded and supported by the government in the first place!"*

*We all use these services at one time or another in our lives so we need to protect as not sure what it would be like without them.*

*I think the work that has been done through Covid, and before, has been important, but it is not the first line job of the fire service. if resources are limited, the fire service need to ensure that they are not overwhelmed by calls to action that are not achievable and put too much pressure on the service as a whole.*

*It's an important role and needs to be done by trusted personnel*

*This will enable you to evolve and improve*

*I would think you are busy enough already and yet you are expected to just turn up and sort things out at the drop of a hat*

*See above.*

*I do not understand*

*The Fire Service should be there for what it is designed for, not as a taxi for people to get home from hospital.*

*The NHS are under immense strain and by the service working collaboratively together could help ease that strain.*

*See previous comments re other issues being more important.*

*I think it helps knowing that u can deal with these scenarios is reassuring to all groups in society especially the most vulnerable*

*Fire and rescue services have a proven track record of significantly reducing demand through prevention activities; this presents an opportunity to health and social care partners to modify and make use of their early intervention mechanisms in a range of risk areas.*

*I believe that it is so important that we continue to strengthen the excellent collaborations with partners, stakeholders and communities and allies to continue to develop and protect work around social care and NHS.*

*Fire frontline staff have had a massive impact on communities especially the elderly and vulnerable providing friendship calls, food parcels and pharmacy drop offs where they were most needed. This joint collaboration and working with agencies have become a life line to many and should be continued as part of the delivery plan for the next 5 years and beyond.*

*This collaboration could even go further developing our links with voluntary and community sector, faith communities and communities of interest.*

*It sounds great, but what does it actually mean? What can the fire service do to improve health and protect the NHS and social care? It sounds like political speak to me.*

*This will depend to a large extent on how it is viewed by the representative bodies. If they do not want to get involved then it is dead.*

**Based on the information provided above, is there anything else which you think Warwickshire Fire and Rescue Service should consider when developing this proposal? – Comments (Proposal 4)**

*Give the money you would spend on this to social services/nhs*

*Work with FBU nationally to use firefighters for more roles in health*

*Communicate with Social Care and NHS providers. What do they need and how can the fire service support?*

*I think the work we do with partner organisations is 100% brilliant. This is going to continue to need funding. I hope the government won't screw this up too!*

*Funding for this offer needs to be still available and also not detract from the Fire Service being able to deliver key Fire Service priorities including fire safety*

*An excellent proposal that brings the WFRS together with healthcare professionals, to help provide services that either complements theirs, or free them up to concentrate on their other priorities.*

*Get our own house in order first. Once properly resourced and funded we then consider growing the role.*

*Being mindful of listening to everyone*

*Invest in Future technologies development, maximise resource usage skill sets, use data to make informed decisions and development of strategy.*

*As above, please be specific.*

*Funding streams are fluctuating especially in these times - consider impact of short term contracts on people.*

*Many older adults feel safe with us, especially during lockdown. Many of them struggle to get to appointments, and worry about having to pay for transport and putting themselves at risk, or may be due to sensory deprivation may worry about not hearing when their name is called. If we had a branch of Hospital to Home who was solely there to provide assistance with getting people to appointments, we could be their eyes and ears throughout the entire hospital visit.*

*Again keep open mind do not close doors*

*Consider ceasing this support and focus on other areas*

*Incident "Aftermath" care*

*Agency approach for the injured (rtc & fire) , the homeless due to fire, to develop a method of improving the mental health of those affected by incidents by helping physically.*

*All emergency services need to work together to cover as wider area as possible and best use of available resources made. Nobody should feel left out or that they cannot rely on emergency help, and integrated services will go a long way to make every section of society feel safer.*

*any future collaboration needs to be beneficial to both partners - the fire service should support activities that enable them to provide fire safety advice/ interventions to those people they are in contact with through any collaboration*

*Once the pandemic is over, go to schools, colleges, show them what you do...this used to be done all the time...hardly see it now...pre COVID 19.*

*Consider how helping people out of hospital and settled back home can make discharge much quicker. Sometimes people have no support around them and being discharged home where there is no food and you're not well enough to get it is a real problem for many.*

*Consider also how you could maybe offer work experience or volunteer opportunities to people with additional needs so that they can gain experience to help them get a job.*

*Concentrate on core duties and only add extra projects when the current ones are running smoothly. Do not spread your efforts too thinly*

*No as I,ve said it,s A good thing that WFARS Should be able to Work alongside other Emergency Services as it Would Benefit everybody.*

*No. Under no circumstances should the proposal go forward.*

*To keep the momentum going in NHS.*

*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.*

*It sounds impressive, but it sounds like something a politician would say. It sounds good but means little. I would like to know how you intend to improve health and protect the NHS and social care?*

*Produce a IRMP Consultation that is in plain English.*

*This has been designed to confuse anyone who attempts to complete it.*

*Who produces this drivel. Every time one of these consultation is launched it seems to provide less information on which to base constructive answers.*

*Previous consultations have provided information on which to make a judgement, there appears to be none of that this time.*

*I just wonder how many residents of the county will even attempt to complete it once they have started to read it through.*

**To what extent do you agree with the proposal 'Implement digital solutions to enhance our service delivery'? - Please tell us why.....**

*Not enough information to quantify.*

*Implement what works best for now and the future. The fact that it is digital technology should not be a primary driver.*

*Service delivery at present can only be enhanced with more appliances or response staff. Enhanced IT provision should only be where it can be realised as a cost neutral exercise.*

*I can't disagree with this statement but you are not giving me any information on how you are going to achieve this proposal. It is unbelievably vague.*

*Technological solutions are improving all the time its important that the best is used*

*We are in digital age and gire service need to keep up with modern standards*

*Anything that keeps firefighters safer and helps them do job better or quicker should be done.*

*Best technical solutions make sense*

*If this saves lives then it must be a priority.*

*Technology does bring benefits when it works but I would hope that it is not relied on entirely and does not replace good training and good sense because if the digital system fails I would hope that the service would continue to operate well. Technology seems to bring difficulties as well as benefits and sometimes seems to create an industry of its own and is expensive*

*Fire Service need the funding to maintain sector competence and compliance otherwise this will affect operational effectiveness*

*Future IT innovation in technology is important for the future of the emergency fire service to have the right response to any emergency and assist in collecting data that will assist in decision making for the future needs of our county*

*Speed is often v important which modern communication allows however there should be backup to consider situations where mobile signals or internet availability is not what it should be as in a rural location*

*To have the knowledge readily available to enable the best assistance possible for the general public.*

*We live in a digital society and the Service has to keep keep up with technological advances especially in those areas of work that can help make the Service more effective*

*The service needs to move with the times*

*You have to move forward with all the Fire fighters Training*

*Digital solutions demonstrate efficiency and maximises value for money solutions*

*They way you deliver your products should always be reviewed, are the tax payer getting the best value*

*Fire Service when the majority of the workforce are frontline and are in the public eye technology cannot replace that human contact. If the pubic benefit from technology and it improves the human contact that is fine but there does have to be some input from the public*

*The best of technology should be available to our fire service*

*We work in a digital age, its so important to develop this , we are still using numerous systems that dont talk to each other which is madness*

*Faster response times if quicker accurate info gathered*

*We need all the current information regarding premises and risks within our communities at the time of call. We need to ensure this information is available to our crews through digital enhanced information and is easily available. Should premises be made to disclose information that may be of use to us as a matter of law.*

*Digital is the way forward and to be successful services need to embrace this.*

*A lot of time is wasted transferring from hand written notes across to digital format..... however, the standard of BA comms has and always will be an issue and the service should prioritise tech to enhance the operational ability before investing in tablets for CFS.*

*Thermal imaging and BA comms.*

*MDT touch screen turnout, in attendance, assistance and stop messages to reduce radio time.*

*Efficient analysis/transmission of information.*

*as long as it doesnt impact on local services and vulnerable people like the elderly*

*IT can help. Increased and timely communication is vital. Robust hand help or body devices essential, To include cameras.*

*Making contact more effective is always good. Please be cautious who benefits from this effectiveness; too often it can be the service not the customer.*

*digital solutions 'fit' the younger age groups predominantly, releasing up more face-face time for isolated populations.....maybe!*

*This should be and is needed in some areas, but not all areas of service work. It certainly helps staff deliver a better more efficient service.*

*In saying that, we must also remember not everybody (our vulnerable) we work with has access to broad band/intranet services and still require that face to face engagement, with old school leaflets.*

*For them to be effective it needs to be delivered on quickly and efficiently, not try to rule the world, but bite size chunks that can be delivered on, to many times work is started and it quickly spirals out of control and never gets delivered on.*

*We have too many systems - some of which are not suitable for purpose*

*Invest in order to make things more efficient -*

*Premises risk information needs to be a priority - and ideally we need to go to one/two systems most where everyone can input and by seeing one premise we can see incidents, risks, safe and wells completed, in one place.*

*Also need to update MDT's to make them more user friendly*

*We are developing all the time and digital services will help progress*

*Good idea*

*But more money should always be used on training the fire fighters. Good technology is useless if the basic training of firefighters is neglected.*

*The more information you have and have access to quickly and accurately, the safer your staff will be and more helpful to the public*

*Digital age*

*Can be helpful even though others may be intrusive*

*Not more intrusive than use of credit card at the supermarket*

*But results equates to a safer service provider by warwickshire*

*in a world of decreasing resources we must use what is available to best effect.*

*Digital and IC technologies offer significant opportunities to meet demands in innovative, efficient ways and research in to what technologies can be utilised must be maximised*

*Big data is an essential part of everyday life.*

*Understanding, developing & utilising this data is critical to ensure that effective responses can be delivered in the most efficient way possible.*

*Establishing vulnerability & risks in any situation can only be done with effective information.*

*Continually evolving technology should be made use of in order to best direct the right resources to where they are most needed. It should be efficient and help to combine as many services together as possible to best direct help, but not be overly complex or costly at the expense of other resources.*

*However please make sure that they are really fit for purpose and also there are back-up mechanisms in place if they go down.( learn from the NHS fiasco!)*

*future proofing the Service*

*But don't lose your sense of community.*

*It is important to have systems and processes in place that work and are accurate, allowing you to respond effectively and quickly. However they are not the most important thing in my opinion.*

*Digital services can be great but face to face can have a greater impact.*

*To enable quick communication to all stakeholder*

*New technology is being made available daily and I think that it is very important the Fire service keep up with any updates and digital solutions that will improve the service that is already provided.*



*In this day and age all technology that improves the service should be implemented*

*This is key to your future and engagement with a community that is moving more and more into a digital world*

*All good as long as the internet works, but in critical situations a plan B is important*

*Disappointed to learn that you are not already doing this.*

*Every service needs to keep up digitally with data on risk and to ensure services can be implemented where required in the shortest of time.*

*A key source of future efficiency*

*It is a serious error to put too much reliance on Technology. This can, as has been proven recently by the Gov't in its Track & Trace and Testing systems, fail catastrophically. It is open to cyber attack and other simple failures. When dealing with serious incidents, as much evidence as early as possible must be available to front line staff, this needs to come directly from those concerned. Active decisions need to be made from Front Line Officers, not someone in a far distant call centre.*

*Embracing technology is the best way to keep efficiency levels improving.*

*We have moved massively over the past 10 years in technology so lets adapt the way we work and operate to reflect this. Equally when we inspect premises and SW Checks maybe link to tabs and databases to save crews repeating work when arriving back at the station.*

*Like the previous proposals already commented on, there is insufficient information to give a meaningful response. I would expect every organisation - public or private - to be looking at furthering its digital support but without better detail it is unrealistic to expect a suitable response that is positive or negative.*

*Optimise the use of technology*

*The specialist services can be deployed where needed and having the latest tech will save many more lives*

*Modern technology and modernising the service go without saying. The service needs to invest in the latest digital technology to produce results. As information grows so should the service making sure that all departments are well equipped with the latest technology with systems which provide vital information to support prevention, protection, response and control. This information is vital form receiving a 999 call to the role that firefighters play on an incident ground and control room.*

*Supporting meaningful transformation of our Fire & Rescue services, and ensuring that digital becomes business-as-usual will be significantly boosted by industry's engagement with, and understanding of services' priorities and ambitions, which commonly include:*

- Transforming communications*
- Better data management and use (including storage, security, application)*

- *Instilling flexibility and agility to enable integration of future technologies*
- *Facilitating multi-agency working and collaboration*
- *Training and up-skilling*

*The better the equipment the better the service that could be provided*

*Technology has the potential to improve the efficacy of service delivery in many areas, including the fire service.*

*Technology is changing almost daily, so there is a need to keep up.  
No examples of just how this could be achieved.*

**Based on the information provided above, is there anything else which you think Warwickshire Fire and Rescue Service should consider when developing this proposal? – Comments (Proposal 5)**

*Digital solutions should not be at the expense of actual jobs for people. Actual "feet on the ground" is the best solution.*

*Same as above.*

*Cost! It should only be considered as a cost neutral proposal*

*Saves timeAnd money*

*A lot of money has been wasted by the police and health service on so called digital solutions that simply did not work. Find out why and avoid the waste of money they have burnt through.  
What is the view of front line fire fighters? What do they need?*

*Again there is no information provided here. What 'digital solutions' do you have currently, what are missing, what are you linking at implementing? How will they help meet your targets, improve your service levels?*

*Don't rely on computers there do not put fires out*

*This will enhance our capabilities so much, reduce risk and aid firefighters and incident management.*

*Still need face to face interaction with the public thatnyou serve.*

*Consider the use of better imaging equipment such as sonar for water based incidents.*

*As above*

*As above*

*As above - and again there is too little in the way of what this means. If it means you will implement a call centre that is 'press one for fire, press two for cat in tree' then no, this does not enhance my service. I don't know what it actually means?*

*I believe fire safety is best taught face to face, in schools. Digital solutions should be developed for difficult times like the present, when face to face contact is discouraged, but otherwise actually getting out and speaking to people is best. This is the same for home safety checks and information sharing - many people take in information and retain it much better if they have learnt it face to face and have been able to ask questions.*

*Same as NHS to provide best care faster and more Efficient*

*in a world of decreasing resources we must use what is available to best effect. Digital and IC technologies offer significant opportunities to meet demands in innovative, efficient ways and research in to what technologies can be utilised must be maximised*

*It is a huge resource that is widely available - utilising it it correctly is essential*

*Live feedback and inter-departmental communication including video, photos and graphics where needed.*

*Technology is not cheap but available technological help must be made best use of to combine help and target it where and when needed, but not at the expense of other resources. Our reliance on technology grows continually but I feel that an action plan must be in place to fall back on when that technology fails or becomes overly complex. Use of technology must not be made at the expense of other services.*

*If technology can improve response times this must be a good thing*

*See above..*

*Consider that if you are planning to share these systems and digital infrastructure that not everyone has or can use the internet. We have many economically deprived areas who struggle to get online and also an large elderly population who don't know how to get online. That's without even thinking about people who have learning disabilities, either severe or mild, that mean that online information is not the best thing for them.*

*With any new solutions, need to ensure that there is the support behind it as this will ensure a smooth implementation and enhanced experience for all involved and in addition, training so that the service know how to use any new system.*

*Include the most up to date flood risk data in planning and preparing for future emergencies which includes allowances for climate change etc. Include surface water flood risk data in risk assessments in addition to fluvial flood risk from rivers etc. Use data to identify hotspots where special rescues are more likely to be required in flooding conditions.*

*It is worrying that there are so many false alarms; better tracing of reporting may assist in dealing with fraudulent reports and help to take action against those responsible. I think this should be considered in the technological advancements.*

*Failure to do so will compromise your ability to deliver an effective service*

*It must remain easily accessible and usable for all residents.*

*There has to be a balance between how much is spent on digital solutions and actually providing a service.*

*Sounds as though you are doing the right things.*

*Avoid at all costs losing the personal touch. People who contact the Fire Service usually do so at times of great distress, a push button, coded or box ticking response does not work, and always results in misinformation.*

*As above*

*Better information needs to be given rather than listing bland concepts.*

*How will you do this, how will you specify needs? Who will you go to for solutions and are there systems out there already that would work?*

*Investment, Investment and more Investment!*

*Listen to the software developers and not their managers. Bosses/sales people will promise the earth to close a sale and to keep their customers happy. Technology is not as easy as it sounds. Make sure the products are tested to death. Tech managers are so obsessed with deadlines that they allow software to be released without proper testing, developers don't like that. Which is why things go wrong like Santander bank.*

*Technology is changing almost daily, so there is a need to keep up, however millions can be wasted chasing technology that will never materialise. I.E. Fire Control Project*

**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? - Comments**

*But there needs to be more emphasis on rural firefighting.*

*Insufficient resources*

*Not enough information.*

*All analysis should be on going. Change is a constant.*

*More detailed work needs to be done with assessment of vulnerable people living in the community; risk profiles assess building types generally, not necessarily the occupiers.*

*Post Grenfell it is interesting that WFRS have deleted 2No CARP's in favour of a single TL. Has a specific risk assessment been carried out associated with high rise properties and TL availability across the county?*

*When was the County's Major Incident Plan last reviewed, updated and tested? What are assessed as the County's biggest risks and how would incidents there be managed eg DM Kineton, Kingsbury, M40 nuclear transportation, DIRFT, major terrorist targets eg Stratford, Warwick, etc*

*Will HS2 affect WFRS eg risk increases, attendance times, etc?*

*You haven't actually given any proposals, just vague suggestions of what you hope to start looking at. How can I know if this will have any effect as I don't yet know what it is you are proposing to do.*

*Not all of the proposals are aimed at risk those that are will help the others are just political*

*This will assist a risk based approach to incidents similar to that done by the ambulance 10'yeats ago i*

*Reflecting public minorities with the service won't help to solve fire related risks and issues.*

*Focus on keeping us safe, we don't care who turns up when we are in need, just that they can do the job.*

*Is the fire service equipped with the physical and human resources it needs?*

*Cuts to the Police force were damaging, so let us hope that lesson has been learned by those with the purse strings.*

*The fire service is our insurance for a safe and secure future. It must be able to deliver this with the resources it needs.*

*The work it has done and continues to do, is much appreciated by the general public.*

*It would seem from the data that fire risks are reducing with but the FS is essential to attend any fire that happens, broadening its remit might make the justification of an adequate personnel role easier to the benefit of all*

*You don't seem to have enough resource available, as your own figures show you have missed the 75% target for life threatening incidents.*

*Maybe - depends on funding*

*No detail provided. Nothing on which to make any judgement.*

*Some of the proposals directly help preparation for fire related risks and issues, some proposals are tangential and not core. There's a need to assess whether it's cost effective and appropriate for Fire personal to pick up other areas of responsibility. If supporting communities in other ways e.g. around health outcomes, can be delivered by latent capacity along side other fire related activities that are already happening then expanding the remit of officers seems a sensible thing to do. If expansion is simply requiring additional resources and doesn't have the natural alignment then there needs to be clear justification that it offers value for money to utilise fire staff in this way rather than other professionals.*

*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.*

*Economic downturn / recession (caused by Coronavirus and/or Brexit) needs to be considered*

*recruitment and retention. Poor stagnant wages, shift systems made un-family friendly, too woke, insufficient focus on team building and social aspect of a watch based culture is turning off old and new alike.*

*If there are cutbacks then things are put into place so lives are not lost*

*You need to consider unique risks, such as flooding, HS2 within the proposals.*

*Yes it will, understanding and been representative of communities will def help*

*Too many of the statements here have been too vague for me to know one way or the other. It feels like populist statements with catch phrases have been used at the expense of detail about what they mean. I think if you were clearer what you mean it would be easier to give an opinion on whether they will be effective or not.*

*I would hope so, the fire Service have done a great job to reduce the number of actual fires*

*If done in the right way and carried out and delivered upon it should help us do what we say, enable us to move with purpose and energy, be very focused on delivering solutions and best serve the people of Warwickshire the best way we can.*

*Most of the proposals seem to distract from the fire service core mission. Seems to be ideas for the higher ups to save money in different departments by stretching the fire service to do other jobs to cover from cost cutting in other areas.*

*All except the first proposal, which is box-ticking and has no relation to fire related risks.*

*The worry would be that your proposals are spreading you too thin when it comes to fighting fires or attending rescues*

*I certainly hope the proposal will support their services and community*

*The proposals don't seem focused on fire related risks. I completely agree with reviewing deployment, ensuring trading of staff and investment in new technology but I don't understand why the other priorities are there at all.*

*I hope so*

*I feel the proposals will make resources more widely available and combine different emergency services to attempt to cover each and any possible need, but when something works well, don't change it. I think it is possible to over analyse resources and make available services overly complex. The public need to be able to call on reliable services and therefore it is important that every available resource is made best use of, but not at the expense of their primary use.*

*I hope the expanding roles into health is not at the detriment of your primary role. I hope you do not Spread your resources too thinly.*

*We need a proper resourced fire service and not a diluted jack of all trades service.*

*Please ensure that when we need the fire service that is what we get. The right people. The right equipment in the shortest time*

*Communicating to the stakeholders who are not digitally equipped.*

*Cyber crime, especially if you are doing more things digitally*

*It is very important that the service remains publicly owned and funded - not put out to private contractors*

*The proposals seem to have little to do with Fire Related Risks.*

*Future risks should always be considered in a changing world. Such things as more people using electric vehicles leading to more charging points or the possibility of war or chemical attack all have to be considered in the bigger picture.*

*See comments above about changing risks both structural and geographic.*

*Unfortunately the document is difficult to access and read as it does not open in a large window.*

*Does it mention the disruption due to HS2 Construction quite apart from the associated risks?*

*You have completely ignored the effect of HS2 and its 'ribbon development' and other threats to the Green Belt affecting Warwickshire which will result in real incidents for the Service to deal with, in preference for PC box ticking.*

*I am concerned about the increase in road traffic (locally) and the increased potential for RTA. I am also concerned about the long term risk of HS2 - both the potential of derailment (as an extreme) and also the effect of poor maintenance of the track area and the potential for "pedestrian incidents"*

*Not if too much focus is spent on ensurjng Diversity and propping up the underfunded NHS*

*I feel this is a great way forward for WFRS*

*At least 2 of the earlier proposals deal with risks other than fire so this question is inconsistent to the earlier part of the consultation.*

*I am very surprised to see how little attention seems to be being currently given to what I, and I think the whole public, expect the Fire Service to focus its main attention on.*

*The plan provides and vision as a service moves forward into the next 5 years setting out key priorities and actions which are around people and place as identified. The plan needs to have realistic targets and milestones so that they are measured by outcomes. This should be around the reporting process considering community risks and how we manage the risk as we move forward.*

*I hope so, fire service personnel are consulted at all levels as they will useful comments to make. If you want to make real change, ensure that you are authentic in your desire to improve and be transparent throughout the process. Change is not easy.*

*Why is this Risk Profile hidden away this far into the document, when it could have been there to be read at the beginning.*

*I have been struggling to find information on which to base my observations.*

**How would like WFRS to communicate with you in the future?**

**' - Please specify here.....**

*Integration with other services and other aspects of the community are important.*

*Social*

*Media is quick and works*

*Online and newspaper updates I like. Community events are another way of reaching the public and the occasional visit to a school is worthwhile.*

*On line broadcast/blogs*

*I think more presence within the Indian community would be helpful to give them a better understanding of what the Service can provide*

*Targeting appropriate groups and looking at on-line forums might increase coverage. There are a lot more on-line communities since Covid that could be tapped into.*

*Virtual Network Events*

*Email*



*By email please.*

*All of the above, as one communication path is not inclusive and does not allow true communication and representation across the board.*

*Even then we have to accept we wont get to everybody as we need the public to play their part and be engaging and there is always a small percentage that do not.*

*Open days at University Hospital, for better information sharing/collaboration between you and NHS? You turned out on a Thursday night, now come on in?? :)*

*Online I am a happy to respond*

*A greater role is schools particularly secondary would be beneficial.*

*A visible service is important in making the public feel safer, and they should be approachable to the general public in order to make them more integrated in society.*

*NFCC*

*Through work*

*Online meetings that I can access from my own home, via Zoom or equivalent.*

*Seasonal messages to the general public about preventing fires, also minimising risk of accidents in the home.*

*Relevant information via newsletters online*

*\*\*\*\*\* Council would welcome attendance from the Fire Service to establish efficient working relationships*

*Online surveys like this are not effective if the proposals are as bland as the ones I have currently answered. This feels like a poor attempt at public consultation as the questions asked carry little detail as to what is actually planned and they also cover some areas I am surprised you regard as being your top priorities in the coming years.*

*I believe a strong communication plan is needed so that the workforce and colleagues are able to share the same information which is relevant. The information and content need to be accurate and engagement with communities needs to be straightened exploring all community networks.*

*Warwickshire's PCC issues a monthly newsletter.*

*Information could be circulated via the Localities Teams.*

*Very little appears in the Warwickshire Weekly News that relates to Fire & Rescue. Maybe you need a better Communications Officer.*

**Do you have any other comments you would like to make about Warwickshire Fire and Rescue Service? - Comments**

*I think they're amazing. More resources are needed.*

*I think they do a wonderful job and are a hugely important service to our community. Fantastic*

*Generally, public perception is that the Service is excellent and delivers a high quality emergency response. Speaking with personnel, it seems it is a little strained and creaking with respect to a number of issues with some of its buildings eg HQ, response times and appliance availability.*

*You do a first rate job*

*Doing a great job.*

*Thanks for risking your lives for the public. What the government have said/dine in grenfel case of fire fighters etc is disgraceful. Only government and their departments are to blame for using poor materials.*

*Keep up your good work so that we can all sleep safely in our beds. You are a reassuring presence for every community.*

*I believe that WFRS has a very good reputation and does a very good job. Thank you for your hard work and the pride you have in it. You make us feel safe and we know that you will always respond to our emergencies. Your attitude to helping and educating the public is well thought of and I hope that the reputation that you currently have and the service you give will continue into the future.*

*I'm very proud to serve as a firefighter in Warwickshire and the commitment from the leadership team.*

*Only that I think they provide an outstanding service to the population of Warwickshire.*

*Keep doing what you are doing because you do a great job.*

*I think that the Fire and Rescue Service of Warwickshire are excellent and would like to say they don't always get the recognition that they deserve. Thank you*

*People in rural areas do feel more vulnerable in certain circumstances due to the attend times when faced with fire threat. Good communication is key to keep people feeling supported.*

*We are excellent at what we do. We need to remember that.*

*It is an excellent service and one we tend to taker for granted except when we need it. A more public face would help with keeping the service in the public mind and increase appreciation for much needed service.*

*Thank you for all services you have provided.*

*An outstanding 24hr service, the staff are remarkable and many are volunteers, giving up their spare time for others. Truly amazing, thank you one and all*

*The IRMP document released is not adequate, Its very basic and there are too many charts within it with no explanation of what the reader is actually looking at. Graphics on the document are poor.*

*I think the staff do an amazing job, I hope the funding can be increased so this can continue.*

*p.s. your next page is wrong for the diversity, you are obliged to capture 'sex' not 'gender' information, please read the updated information about this subject so you can correctly comply.*

*This survey does not allow you to tick more than one geographical area. Our charity delivers to \*\*\*\*\*  
Warwickshire and \*\*\*\*\**

*I'm sure you already know how grateful the public are for the job you choose to do and the enormous risks you take to help people. I applaud you all.*

*I believe we are great and I am proud to be part of the service, but at times we could be better and provide more, there is always room to improve to be the best we can. I believe the people of Warwickshire get great value for money and most of the time get a fantastic service, but it needs to be continuous with no dips. I believe that green book supportive departments need to be recognised more, developed more and not seen as just supporting departments. As some functions within the service would not take place, but these are the staff that don't move on (because no path for promotion) but still enjoy their jobs, work to a high standard, so offer continuity, experience and knowledge and carry out the jobs that are not sexy but provide support to ensure we offer a fantastic fire service to the communities of Warwickshire.*

*All departments are important, response is high but should not be king, remember its Prevention, Protection Response, in that order, for a reason.*

*I have only worked for Warwickshire Fire and Rescue Service for a \*\*\* \*\*\*, and quickly realised what an amazing organisation it is to work for. We have terrific managers who listen to us, and allow us to develop our training to tailor our and the service's needs. Members of the community trust the Fire Service, and feel reassured by our help.*

*Please stop using drag queens as entertainment in your Pride events - they are an offensive parody of women and totally unrelated to fire safety.*

*I think more should be done to involve kids. They are the fire fighters of the future. Maybe days where they get to go for rides in the truck, or get to slide down poles. Maybe in summer you could have fire hose parties. Anyway to get kids excited about a life as a firefighter.*

*Stay safe!*

*An Excellent service*

*which like other services has to change as needs require*

*with the white paper on local government reform due to be published imminently and the inevitable savings that we will all have to make following the Corona Virus pandemic, Collaboration will never be more appropriate.*

*wider collaboration with other blue light services, neighbouring fire services, communities and local business will be essential to ensure the service is able to meet future challenges in the most effective and efficient way*

*Keep up the good work and stay safe.*

*great service provided and great support during this pandemic. Well done and Thank you*

*Keep up the good work*

*I have always felt more comfortable knowing that help is a phone call away, and that needs to be continued into the future. Making services more diverse can have the effect of making communication more complex to the public and the big three services, fire, ambulance and police should not be diluted by breaking those services into smaller more diverse units, thereby making things confusing to the public. Simplicity is important so when needed people know who to call upon in any given situation.*

*Keep doing what you do.....there is respect out there for your guys/girls..*

*Only comment I would like to make is that you continue to provide an excellent service to the people of Warwickshire and I feel safe knowing we have such an efficient, up to date Fire service to support us.*

*No as I Say like everybody else think WFARS Do A Brilliant Job under some very difficult Circumstances (certainly since Covid19 as Been Around) which as Probably added more Problems to A Already Difficult Job.*

*Thank you for the work that you do*

*An essential service to maintain the safety of our community*

*I think you do a great job and it's good to see you want to develop further and be fit for the future*

*Thank you to our unsung heroes*

*One is prompted to enquire if you have completely lost your way and lost sight of your purpose. This survey and the suggestions appear to indicate that you have rather a lot of spare time on your hands.*

*Perhaps you should consider reducing the number of fire stations as per your proposal of a few years ago.*

*Personally, a forward thinking service which is really moving positively towards making WFRS a better service through continuous development.*

*I have always had very high regard of the service and the work it has done over many years, particularly in the last decade. This consultation, however, feels poorly constructed for the reasons given previously.*

*I believe they do an amazing job and if it creates more opportunity's to be part of it then i would like the opportunity to join*

*An excellent service provided by talented workforce!*

*Be safe*

*Advertise more what work you do with other services e.g. police etc  
Show the work you do in schools etc*