



Community Risk Management Plan 2023-2027

Public Consultation

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www.suffolk.gov.uk/emergency-and-rescue/fire-service/

Help us to shape our service to meet your needs

What are we consulting on?

We have prepared a set of five priorities and three proposals that we would like to focus on over the next four years. These have been informed through both internal and external analysis of our data, trends, current and emerging risks.

Our Priorities will shape and modernise your future fire and rescue service, enabling us to match our resources to meet a wide range of community needs.

Our proposals give more detail on how we will implement these priorities.

Have your say

This Public Consultation is your chance to have your say on these proposals. You can do this in a variety of ways:

- [Completing this online survey](#)
- Commenting via email: CRMP@Suffolk.gov.uk
- Attending a face to face public meeting

Why do we want to know what you think?

Your feedback will help us shape our Community Risk Management Plan for the next four years and enable us to identify how we can recognise risks and continue to ensure that we reduce these in the most efficient way possible.



Your views

We would like to ask you questions on our five priorities which you can answer by completing an online survey at:

[Community Risk Management Plan Consultation](#)

This consultation opens on
Monday 24 October 2022
and will close on
Monday 19 December 2022

For more detail please refer to the full document.

Public consultation events

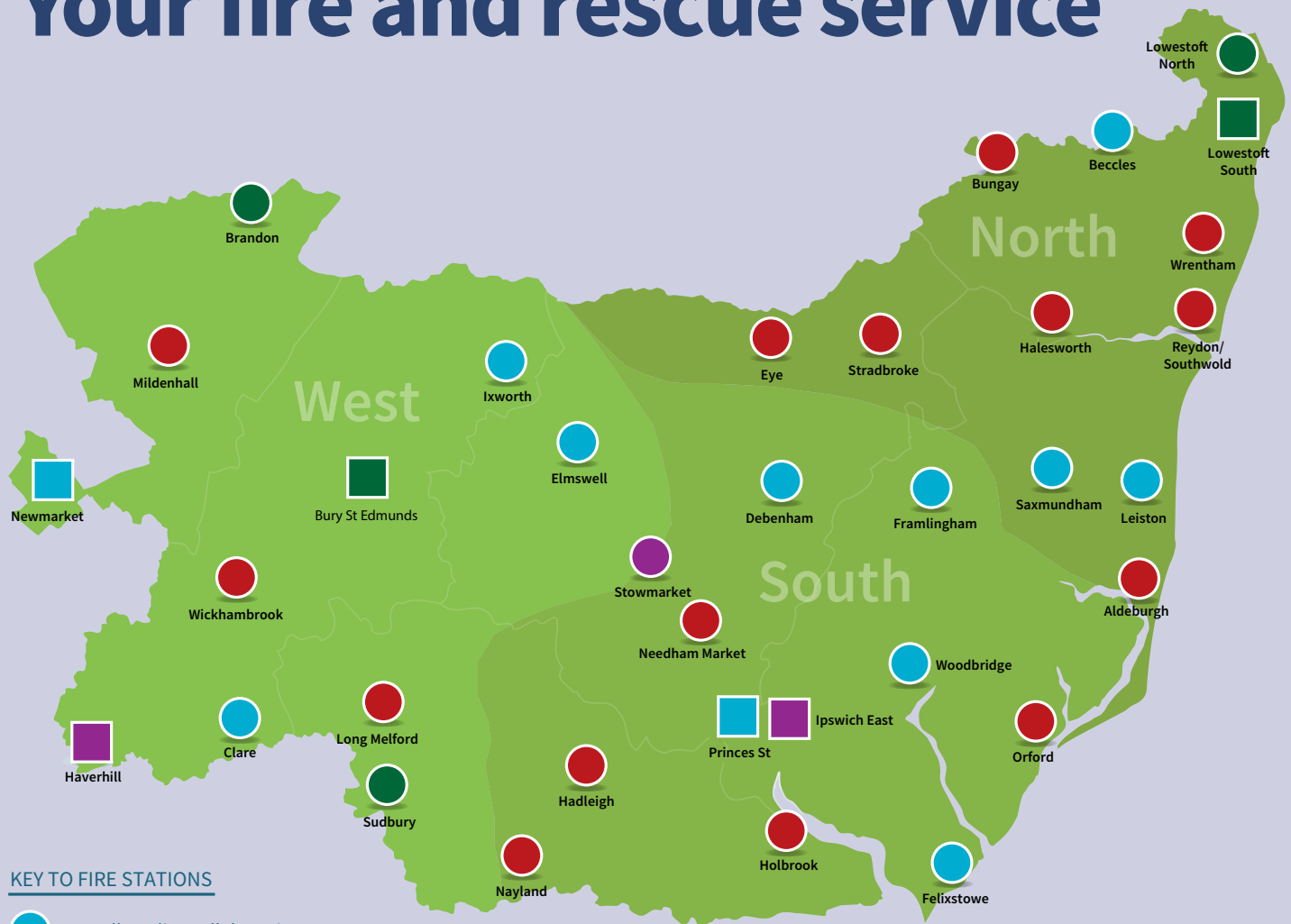
Events will be taking place across Suffolk at:

- Sainsburys, Warren Heath, Ipswich
- Asda, Riverside, Lowestoft
- Sainsburys, Bedingfield Way, Bury St Edmunds
- Tesco, Cangle Road, Haverhill
- Tesco, Fordham Road, Newmarket

Further details on the dates and times of these events will be made available shortly at www.suffolk.gov.uk/crmp and via our Twitter and Facebook accounts.

If you need this information in a hard copy or alternative language please contact us on 01473 260588 or email CRMP@Suffolk.gov.uk

Your fire and rescue service



KEY TO FIRE STATIONS

- | | | | |
|--|-----------------------------------|--|-------------------------------------|
| | On-call - Police collaboration | | Wholetime - Police collaboration |
| | On-call - Ambulance collaboration | | Wholetime - Ambulance collaboration |
| | On-call - Planned collaboration | | Wholetime - Planned collaboration |
| | On-call - No collaboration | | |

On-call = fire stations crewed by part-time firefighters
 Wholetime = fire stations crewed by wholetime and part-time firefighters

35 Fire Stations

4 Shift Stations

2 Day Crew

Supported by

1 County Day Crew

All our Stations have on-call crews

43 Fire Engines

2 Aerial Appliances

2 Water Carriers

3 Command Support Vehicles (CSV)

1 Operational Support Vehicle

3 Off road Unimogs



Our People

584 Operational staff



376 On-call firefighters

109 Wholetime firefighters

99 Officers

Many of our staff are also on-call, both operational firefighters and support staff

77 Support staff



Support staff carry out a variety of roles, from prevention, protection, IT and business support to SFRS

On Call Fire Engine Availability 2021-2022



Overall Availability	89%	11%
Day Availability	82%	18%
Night Availability	95%	5%
Weekend Availability	90%	10%

Available Not Available

Fire Service Incidents 2021-2022

Total incidents 5,565



2,641
False Alarms



1,490
Fires



280
Road Traffic Collision



1,154
Special Assists

Prevention and Protection 2021-2022

Home Fire Safety Checks

2,730



Building Audits

950



2019 HMICFRS Inspection

Effectiveness	Good
Efficiency	Good
People	Good
Overall	Good

2021-2022 saw...

153 animal rescues	110 persons rescued	394 ambulance assists	67 safeguarding referrals
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Our Community Risk Management Plan (CRMP)

Community risk planning is a requirement under the Fire and Rescue Service National Framework 2018, produced by the Home Office and supported by the National Fire Chiefs Council (NFCC).

The framework requires every fire and rescue service to identify all foreseeable fire and rescue related risks and subsequently produce, review and update their CRMP in line with NFCC guidelines.

Before this plan is finalised, it is made, accessible and publicly available for comment to enable everyone within the organisation and community to help inform proposals

SFRS will consider the needs of our communities, our stakeholders and all our partners throughout the consultation.

These include:

- Public Consultation – engagement and consultation with our communities.
- Engagement and consultation with staff across Suffolk Fire and Rescue Service and the wider county council.
- Engagement and consultation with our stakeholders.
- Internal and external Data analysis.
- SCC's Fire Service Steering Group.

The CRMP methodology helps fire and rescue services to ensure that appropriate resources are available with emphasis placed on:

- Prevention
- Protection
- Response

Meaning that our people are key to delivering this.

When preparing our CRMP, our service will identify and consider all relevant foreseeable fire related risks including:

- Future
- Strategic
- Operational
- Community

Our CRMP will support change within SFRS, setting out our strategic priorities and how we intend to manage existing and future risks within the county. This is a four year plan that will be monitored and reviewed annually.

The CRMP will be supported by service plans that further describe how SFRS will reduce the identified risks and track delivery.

We will use the Risk Evaluation Cycle to analyse newly identified risks.



People: Recruitment & retention



Recruitment is challenging and we acknowledge that our service needs to find new approaches to our working models to enable more flexible work patterns for our staff. As people's attitudes to a work/life balance change, so must our approach to recruiting and retaining our workforce, including both operational firefighters and our non-operational support colleagues. We will focus on two main areas: on-call sustainability and specialist non-operational support staff.

On-call sustainability

What : Modernise our On-call Model.

Why: To help with staff retention, we need to create flexible working conditions which reflect family commitments.

How: By undertaking an on-call sustainability project to evaluate our ways of working and help to create a modern On-call Model.



Specialist non-operational support staff

What: Review our specialist staff recruitment and retention.

Why: We are experiencing challenges in recruiting some of the specialist skilled non-operational staff needed to help support our service, including areas such as Fleet Mechanics and IT staff, due to SFRS being unable to reflect market force pay and conditions at present.

How: By evaluating different approaches to this issue and finding flexible solutions, including developing our apprentice programme and commitment to the Youth Employability Charter.



Prevention: Reducing community risk and vulnerability



We ensure that our prevention activities are directed to those who are most at risk, aiming to stop fires and incidents from happening in the first place. Suffolk has a growing ageing population, urban areas with high levels of deprivation, and rural challenges such as thatched properties and rural businesses. Changing risks in these areas will require the development of an agile and proactive prevention strategy which will be essential in meeting this changing risk.

Changing Our Home Fire Safety Checks

What: Improving our prevention work by changing to Safe and Well Visits.

Why: Developing how we carry out our home safety prevention work will enable us to reflect the changing needs of our communities.

How: By targeting those most vulnerable in the community with an enhanced Safe and Well visit that will still offer fire safety advice but also include signposting on how to live healthier lives and prevent other accidents from occurring.



Increase prevention work in rural communities

What: Prevention work tailored to meet the specific needs of those working and living in rural Suffolk.

Why: Suffolk is the driest county in the United Kingdom and a climate with long periods of dry weather presents the service with new emerging risks.

How: By engaging with rural communities and members of underrepresented groups to target our prevention activities to ensure they can have the same opportunities to access support and advice.



Protection: Keeping you safe in the built environment



Fire protection laws are there to keep people safe whenever they enter a public building or business. We are here to help those responsible for these buildings meet the legal standards and protect their businesses from fire. Our Protection team plays a key role in ensuring the compliance and enforcement of current and new legislation.

Changing Legislation

What: Effective application of the new legislation.



Why: New legislation including the Fire Safety Act 2021 and Building Safety Act means new responsibilities for building owners, manager and landlords.

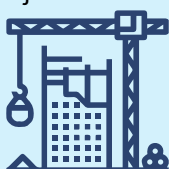
How: By providing advice, guidance and support from highly trained and skilled staff and, where appropriate, enforcement of the legislation.

Our Changing Built Environment

What: Improve our work around emerging risks linked to our built environment.

Why: Investment in the local economy and establishing new employment opportunities will result in emerging risks that SFRS must ensure it is equipped to respond to.

How: By being involved in the consultation, planning and development of new projects to ensure we are equipped to respond to any potential incidents linked to our built environment.



Health & Safety Executive (HSE) Building Safety Regulator

What: Support the National Fire Chiefs Council (NFCC) in establishing the HSE Building Safety Regulator.

Why: The HSE will oversee safety and standards in buildings, improving competence within the sector, and introducing regulatory frameworks for high-rise buildings which requires the support and expertise of our fire safety professionals.

How: By working with the NFCC, sharing best practices and seconding staff to the HSE Building Regulator.



Response:

How we respond to fires and other emergencies



We want to make sure that we can respond quickly, safely and effectively to every emergency. To help us do so, we plan, prepare and train for a wide range of emergencies including fires, flooding, road traffic collisions, specialist rescues and incidents involving hazardous materials. Our response to emergencies is designed to get the right equipment, to the right place, as quickly as possible. This requires highly-trained firefighters with modern equipment, supported with risk information to enable them to respond safely.

Emergency Response Standards

What: Change our Emergency Response Standards.

Why: A review of the standards and guidance from the NFCC has presented an opportunity to update our current standards.

How: See Proposal 1.



Working with Our Partner Services

What: Using our resources to meet a wider range of community needs through partnership with others.

Why: Just as society continues to change, so have the public safety challenges to which fire and rescue services must respond to. SFRS remains committed to providing a skilled, capable and engaged workforce, that is able to rise to these challenges to assist our community and emergency service partners.

How: See Proposal 3

Emergency Response: Fleet

What: Ensuring the appropriate vehicles are sent in response.

Why: Emerging and increasing risks including wildfires, flooding and developing technologies (such as electric vehicles) require review to ensure that our current response fleet can mitigate the risk.

How: See Proposal 2



Proposal 1: Revised Emergency Response Standards



What: We intend to update our Emergency Response Standard.

Why: NFCC guidance focuses on Dwelling Fires, which is where the majority of injuries and deaths from fire occur. Our current reporting focuses on all property fires.

By focusing on Dwelling Fires and Road Traffic Collisions (RTCs), we are reporting on the incidents where members of the public are at greatest risk.

We propose retaining our existing response standards relating to death and injuries caused by RTCs.

Previous reviews highlighted the need to report on the time taken to answer the call for help, so we will be including this in the emergency response process.

How: By implementing new Speed of Response standards based on previous review recommendations, public consultation, and national fire risk methodology.

For greater transparency we will include a response measure that reports on our emergency response to all incident types.

Continue to review our standards to align with emerging national fire risk methodology guidance.

We Propose to:

1. Implement new Speed of Response Standards

RS	Description
1	First fire engine to a Dwelling Fire within 11 minutes 80% of the time
2	Second fire engine to a Dwelling Fire within 16 minutes 80% of the time
3	First fire engine to a Road Traffic Collision within 13 minutes 80% of the time
4	First fire engine to all incident types within 20 minutes 80% of the time

2. Include all four steps of the emergency response process in the measurement and reporting of our new Speed of Response Standards:



**Time to answer
Call**



**Time to alert
relevant station**



**Time to Fire engine
to mobilise (leave
the station)**



**Time to arrive at
the incident**

Proposal 2: Review of Emergency Response Fleet



What: Review our emergency response fleet, to enhance our specialist capabilities.

Why: We recognise that there are gaps in the shape of our response, and that emerging risks may challenge our current ability to respond as effectively and efficiently as possible.

Climate change is leading to extreme weather events that increase the potential for incidents such as wildfires, flooding and severe storms. These require specialist vehicles, equipment and training.

Developing technologies have changed how we respond and the equipment we use in incidents involving electric cars, or high bay warehouses, for example.

Switching our fleet to electric vehicles, where possible, will enable us to support Suffolk County Council's Emergency Action Plan and ambition to achieve net zero by 2030.

How: By identifying potential gaps in emerging risks and our ability to respond to these with our current fleet.



We propose to:

- Review the range of potential risks, and identify any gaps in our capability which require additional training, equipment and vehicles.
- Match our resource to risk, using outcomes from the independent resource review and staff consultation to develop options for improving our emergency resource capability to meet current and future risk demands by:
- Improving our off road capability.
- Improving our water rescue and sea vessel firefighting capability.
- Having the right equipment, in the right place.
- Continuing to identify and act on opportunities to reduce our carbon footprint for example by using electric vehicles.

We will undertake further consultation on any significant changes to our response arrangements.

Proposal 3: Working with our partner services



What: Using our resources to meet a wider range of community needs in partnership with others.

Why: We already play an important role in assisting communities, through our safeguarding work and by diverting young people away from trouble.

Our special service assists are increasing. This includes assisting the ambulance service, from helping paramedics gain access to premises where there is suspected risk to life, to assisting with rescues and moving patients.

How: By assessing how our fire stations are used, or could be used, by our partner agencies, including blue light collaboration, and potentially becoming community hubs.

By exploring the role of the firefighter, and how it is evolving, to enable us to fully serve our communities in partnership with other services and in line with any legislative changes to the role.

By working in partnership to provide an effective, rapid response to immediate life threatening emergencies, enabling SFRS to respond to the call for help more quickly, or assist our blue light colleagues in other emergencies or incidents.



We propose to:

The service will carry out a more in-depth review of how we work with our partners. This will examine how we support other blue light services by routinely responding to:

- Cardiac Arrests.
- Assisting with moving Bariatric patients, who are assessed as being heavier than 25 stone (158kg).
- Helping partners to gain entry to properties in an emergency.
- Non-emergencies such as slips, trips and falls.

We will also develop the role of the firefighter to evolve our work with the community.

Our Climate Change Pledge

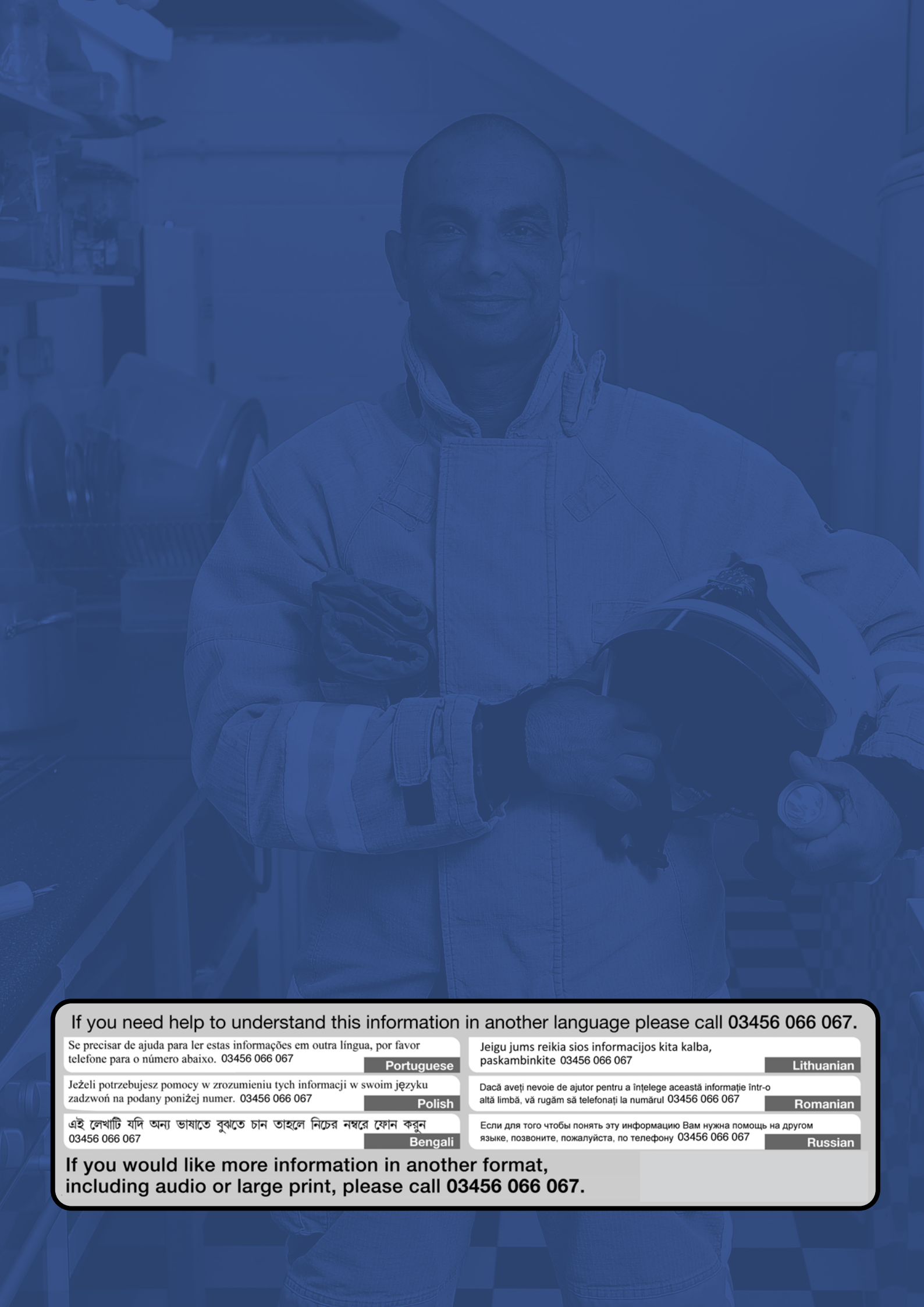


SFRS supports Suffolk County Council (SCC) with the delivery of the Suffolk Climate Emergency Plan (SCEP). SCC aims to be a carbon neutral authority by 2030. As we support the delivery of the SCEP, SFRS will continue to monitor climate change and assess our resilience, helping us to mitigate this increasing risk and ensuring we adapt to have the right skills and equipment in place. Climate change is having an increasing impact on incidents which test both organisational resilience and capacity.

Our Pledge

- We will commence transition to a zero emissions fleet, including small electric vehicles by 2025, and pilot a non-fossil fuel heavy fleet by 2030.
- Include climate change impacts, and mandatory carbon reporting, with the aim of delivering net zero emissions, in all procurement by 2030.
- Installation of EV charging points at strategic locations and aligned to SCC's EV strategy.
- Support the property decarbonisation programme across our portfolio of fire stations.
- Continue our involvement with the Suffolk Resilience Forum, which has the aim of ensuring that Suffolk is prepared for emergencies.
- Review our training, equipment, and firefighting methodology to enable the service to adapt and mitigate the effects of climate change.
- Continue to monitor the impacts of climate change and assess our resilience in responding to this increasing risk.





If you need help to understand this information in another language please call 03456 066 067.

Se precisar de ajuda para ler estas informações em outra língua, por favor
telefone para o número abaixo. 03456 066 067

Portuguese

Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku
zadzwoń na podany poniżej numer. 03456 066 067

Polish

এই লেখাটি যদি অন্য ভাষাতে বুঝতে চান তাহলে নিচের নম্বরে ফোন করুন
03456 066 067

Bengali

Jeigu jums reikia šios informacijos kita kalba,
paskambinkite 03456 066 067

Lithuanian

Dacă aveți nevoie de ajutor pentru a înțelege această informație într-o
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Если для того чтобы понять эту информацию Вам нужна помощь на другом
языке, позвоните, пожалуйста, по телефону 03456 066 067

Russian

If you would like more information in another format,
including audio or large print, please call 03456 066 067.