



**Suffolk  
Fire and Rescue  
Service**



# IRMP Consultation Feedback

## 2019-2022

Consultation analysis report for Suffolk Fire and Rescue  
Service by Suffolk County Council Consultation and  
Engagement Department

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## Methodology

The draft integrated Risk Management Plan (IRMP) went out for consultation from 11 February 2019 to 7 April 2019. This was in the form of a survey hosted on the County Council's Smartsurvey account asking for responses to the questions about the IRMP, the five key proposals included with the plan and listed below, and some further generic questions about the performance of the fire and rescue service.

### **Proposal 1 – Automatic Fire Alarms and Unwanted Fire Signals**

### **Proposal 2 - Response to Road Traffic Collisions**

### **Proposal 3 – Review of shift patterns**

### **Proposal 4 – Specialist Rescue Capabilities**

### **Proposal 5 - Speed of Response to Emergency Incidents – Performance Measures**

All consultation documents were available in both online, on the County Council's consultation webpages and hard-copy format.

A variety of methods were used to engage the public. Local press and radio coverage were secured when the consultation was launched and five public events at supermarkets around Suffolk were held with over 700 people being engaged face to face. To aid these events a 2-page infographic/factsheet was produced to act as a 'lite' version of the IRMP, covering some of the key details and statistics.

The consultation was also promoted through the following channels and groups:

- Suffolk Association of Local Councils
- Community Action Suffolk (voluntary sector)
- Borough and District Councils
- Local CCGs and NHS
- Suffolk Chamber of Commerce

Throughout the live period regular social media posts promoted the IRMP and secured, in total, 5,500 interactions with the content via Facebook and Twitter. An online video was viewed over 20,000 times, which featured the Chief Fire Officer explaining the IRMP and promoting the consultation.

In total 284 responses to the survey were received and these make up the analysis in this report.

In addition to this work the consultation was promoted through a variety of other methods:

- Social Media – Twitter / Facebook
- SCC website and internal on MYSCC
- Roadshow events
- Email direct to staff
- Press releases



## Summary of Consultation Results

- Overall there is strong support for 4 of the 5 proposals: -

Proposal 2 – Response to Road Traffic Collisions,

Proposal 3 – Review of Shift Patterns,

Proposal 4 – Specialist Rescue Capabilities

Proposal 5 – Speed of Response to Emergency Incidents

Each part of these proposals received at least 58% support, but in most cases for these proposals support was significantly higher.

- Unlike all other parts of the consultation there is low support for the two questions in Proposal 1 relating to reducing attendance to automatic fire alarms, which both received a net negative response. There is support for working with premises owners and providing advice along with also fining premises owners for persistent AFAs, the other two parts of Proposal 1.
- Respondents feel strongly that the service provided to Suffolk communities is effective, and they are happy with the Service's overall performance.
- Responses to the structure of the IRMP process are mixed. This includes up to a third of respondents stating 'don't know' to questions on this subject which suggests that some people struggled to understand the process.
- There is overwhelming support for the Service to continue providing its perceived core fire and rescue services activities with only marginally less support for its advice and training activities.
- Although not a part of this consultation, but not surprising given the ongoing cuts across the wider sector, free text response includes several comments stating that services must be maintained and not cut. This type of comment is routinely repeated across other similar consultations.

## Proposal 1 – Automatic Fire Alarms and Unwanted Fire Signals

**1. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should stop or reduce its attendance to automatic fire alarms that operate at some types of premises based on the lower level of risk they present?**

- More than half of respondents (51.1% or 141 people) either disagree or strongly disagree, compared to 39.9% (110 respondents) who either agree or strongly agree
- 9.10% (25 respondents) chose neither agree nor disagree

**2. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should stop or reduce its attendance to automatic fire alarms that operate at some types of premises, at certain times of the day, based on the lower level of risk presented?**

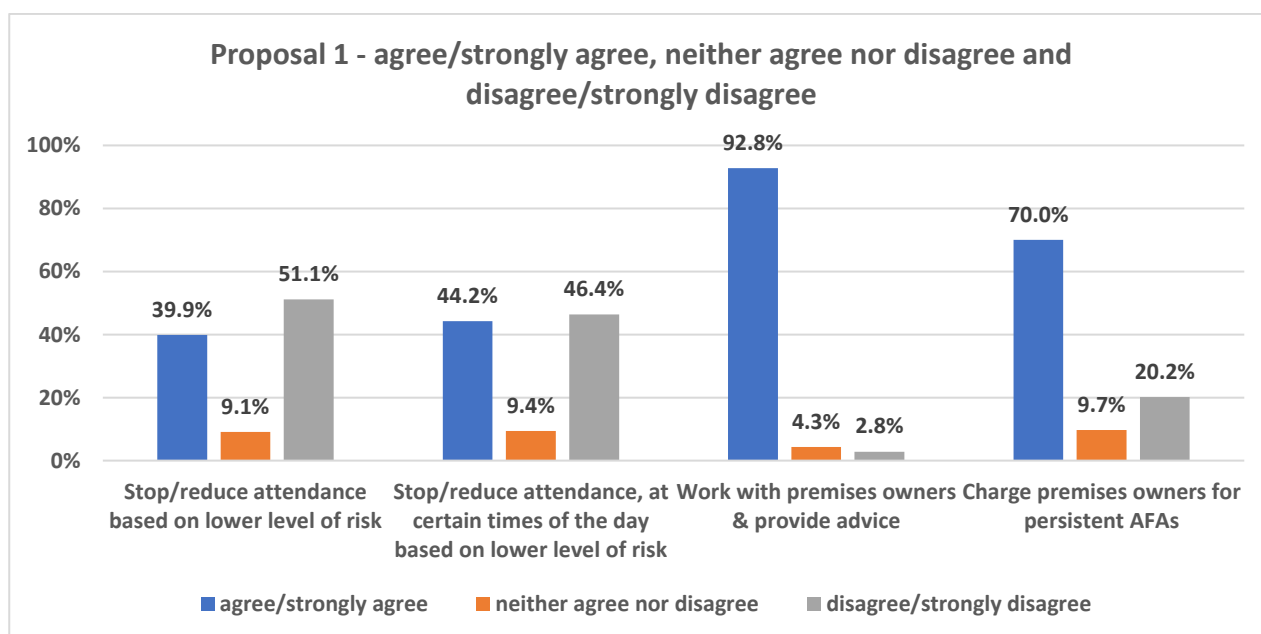
- 46.4% (129 respondents) disagree or strongly disagree, only 2.2% higher than those who agree or strongly agree at 44.2% (123 respondents)
- 9.4% (26 respondents) chose neither agree nor disagree

**3. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should work with premises owners to reduce the number of persistent false alarms by providing advice and, where appropriate, regulation on measures that can be taken?**

- A very high level of agreement, with 92.8% (257 respondents) choosing agree or strongly agree, with only 2.8% (eight respondents) disagreeing or strongly disagreeing
- 4.3% (12 respondents) chose neither agree nor disagree

**4. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should consider charging premises owners for persistent false alarm attendances?**

- A high level of agreement, with 70% (194 respondents) choosing agree or very strongly agree, while only 20.2% (56 respondents) chose disagree or strongly disagree
- 9.7% (27 respondents) chose neither agree nor disagree



Overall responses indicate a general agreement with the proposal to review the way SFRS responds to Automatic Fire Alarms (AFAs), although respondents are less likely to want to see a reduction in attendance. This is clear from the fact that more than half (51.1%) disagree or strongly disagree that SFRS should stop or reduce attendance at AFAs, while 46.4% (129 respondents) disagree or strongly disagree that attendance should be stopped or reduced at some types of premises, at certain times of the day, based on the lower level of risk presented.

Respondents generally support the proposed changes which would see SFRS working more closely with premises owners to reduce the numbers of persistent AFAs; the highest level of agreement is with that SFRS should provide advice and, where appropriate, regulation on measures that can be taken, at 92.8% (257 respondents). Respondents also have high levels of agreement with the suggestion that SFRS should consider charging premises owners for persistent false alarm attendances, although at a lower level than providing advice; 70% (194 respondents) agree or strongly agree with charging.

However, the proposal to charge for persistent AFAs generated the most support in terms of issues covered by respondents in the freetext comments, as seen in the two quotes below:

*'With regards to AFA incidents. Any company has to pay the cost of mobilisation if there are 3 or more false AFAs in a 12 month period.'*

*'...the responsibility to maintain and manage fire detection equipment in a fit state rests with the occupier and failures to do so should not result in a higher financial burden of the service and the taxpayer'.*

All parts of this proposal attracted relatively low response rates (below 10%) for neither agree nor disagree, and below 5% for working with premises owners.

Responses from staff within the Fire and Rescue Service show a slightly different pattern of agreement with each element in this proposal; only 35% agree or strongly agree that attendance should stop/reduce based on lower level of risk, 5% below the figure for the results overall, while 56.1% disagree or strongly disagree, again around 5% higher than overall.

The other elements also show slight differences; 36.8% agree or strongly agree that attendance should stop/reduce at certain times of the day, 7.4% below the overall results, while 54.4% disagree or strongly agree. Similarly, the proportion who agree or strongly agree that premises owners should be charged for persistent AFAs at 61.4%, is almost 9% below the overall figure, while the figure for SFRS staff who agree or strongly agree that the service should work with premises owners and provide advice is 5.4% higher than the overall results.

## Proposal 2 - Response to Road Traffic Collisions

### 5. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should review how it responds to road traffic collisions?

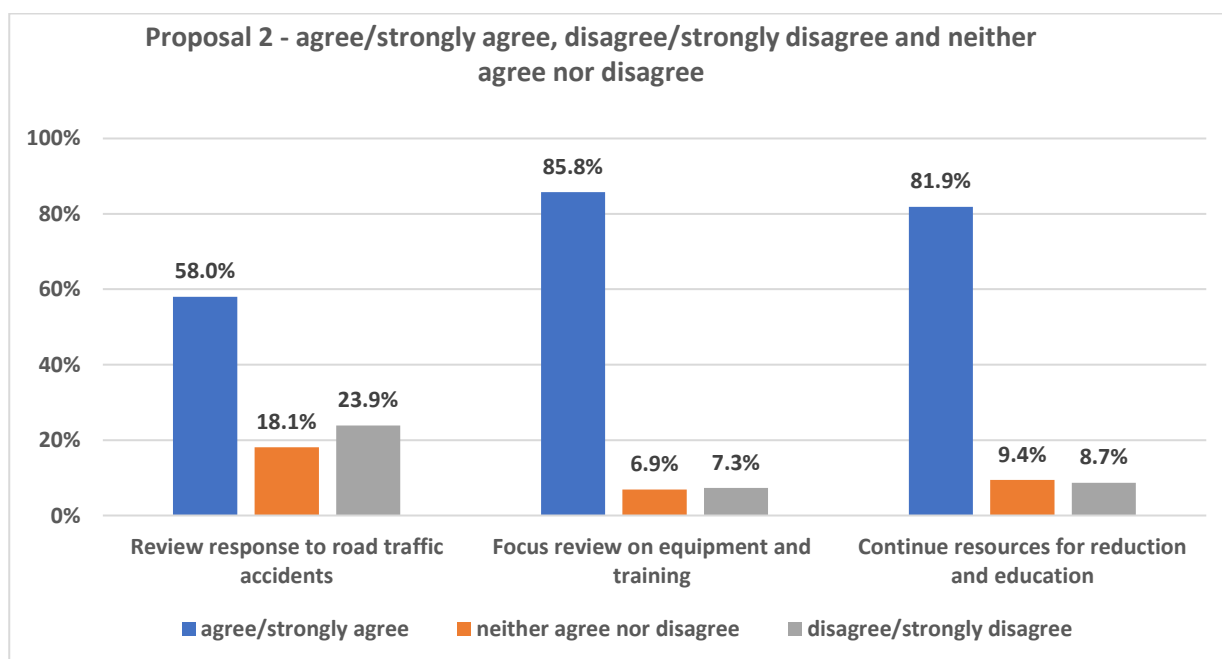
- More than half of respondents (58% or 160 people) agree or strongly agree that SFRS should review how it responds to road traffic collisions, with less than a quarter (23.9% or 66 people) choosing disagree or strongly disagree
- 18.1% (50 respondents) chose neither agree nor disagree

### 6. To what extent do you agree or disagree that any review should focus on fire engines, equipment and training to ensure 999 response arrangements keep pace with risk, demand and new vehicle technology and rescue techniques?

- Respondents are very much in agreement with this; 85.8% (236 people) either agree or strongly agree, while only a small proportion (7.3% or 20 people) disagree or strongly disagree
- The proportion of those who neither agree nor disagree is also low, at 6.9% (19 respondents)

### 7. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should continue to commit resource to road traffic collision reduction and education programmes, targeting those drivers most at risk?

- A high proportion of respondents agree with this, 81.9% (226 people) either agree or strongly agree, compared to 8.7% (24 people) who either disagree or strongly disagree
- 9.4% (26 people) chose neither agree nor disagree



Responses to the questions around this proposal indicate that respondents largely agree that SFRS should review how it responds to Road Traffic Collisions (RTCs), and in particular that the focus should be on training and equipment. Although only 58% (160 respondents) either agree or strongly agree that there should be a review, proportions of respondents agreeing with the specific elements of the proposal are very high. This suggests that respondents are more cautious in their agreement, as they may not wish to see any change to the service already provided. As a result, 23.9% of respondents (66 people) either disagree or strongly disagree with a review. However, only relatively low numbers of respondents disagree with the elements outlined in the proposal, suggesting an element of support for what is being proposed.

Support for the two elements in the proposal is much higher, suggesting that respondents have a good understanding of the challenges that SFRS face when attending RTCs. This is particularly clear from the fact that 85.8% (236 people) agree or strongly agree that a review should focus on fire engines, equipment and training to ensure 999 response arrangements keep pace with risk, demand and new vehicle technology and rescue techniques. Only 7.3% (20 people) disagree or strongly disagree and 6.9% (19 people) neither agree nor disagree.

Nearly as high is support for a continued commitment of resources to a reduction of RTCs, in the form of education programmes, targeting drivers who are most at risk. 81.9% (226 people) either agree or strongly agree, while only 8.7% (24 people) disagree or strongly disagree. The figure for those who neither agree nor disagree is slightly higher than the disagree figure, at 9.4% (26 people).

Only two freetext comments specifically refer to this proposal, one from a parish council:

*'The Council supports consistent evaluation of the best techniques training and provision of resources to meet current and future demands on the Service'*

The other comment suggests that attendance at RTCs should not change:

*'Go to ALL rtc's if injury, fuel leak, oil leak or more than 2 vehicles. We make a difference whereas many calls we do not!'*

Responses from SFRS staff show higher levels of agreement with all three elements in this proposal; 66.7% agree or strongly agree that response to road traffic accidents should be reviewed, 8.7% higher than the overall results, 89.5% agree or strongly agree that resources should still be committed for road traffic collision reduction and education programmes, 7.6% higher than the overall results. The figure for those who agree or strongly agree that the review should focus on equipment and training at 84.2% is similar to the overall figure.

## Proposal 3 – Review of Shift Patterns

**8. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should continuously review the shift patterns it has in place to ensure they are aligned to the risk across the county?**

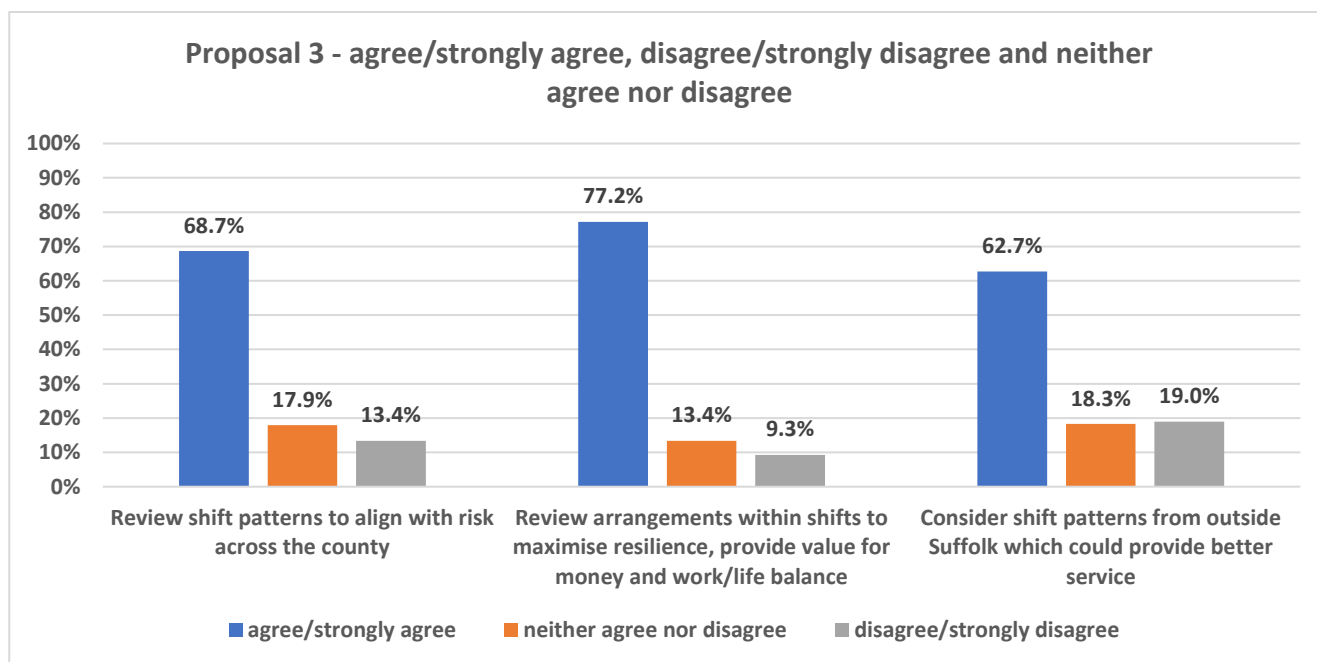
- Just over two thirds of respondents (68.7% or 184 people) agree or strongly agree that shift patterns should be continuously reviewed, more than five times the proportion who disagree or strongly disagree (13.4% or 36 people)
- 17.9% (48 respondents) chose neither agree nor disagree

**9. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should review the working arrangements within shift patterns to ensure they maximise the 24/7 resilience of the Service, provide value for money, and achieve an appropriate work/life balance for those who work them?**

- 77.2% (207 respondents) agree or strongly agree with this, while only 9.3% (25 respondents) disagree or strongly disagree
- The proportion choosing neither agree nor disagree is 13.4% (26 respondents)

**10. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should always consider new and emerging shift patterns in place outside of Suffolk and which might provide a better service for Suffolk residents, and a good shift pattern for staff?**

- Just under two thirds (62.7% or 168 respondents) agree or strongly agree with this part of the proposal, over three times the proportion who disagree or strongly disagree at 19% (51 respondents)
- The proportion who neither agree nor disagree stands at 18.3% (49 respondents)





Responses to this proposal show that more than 60% of respondents agree or strongly agree with each element, showing that there is a great deal of support for a review of shift patterns, although these figures are lower than some of those for Proposals 1 and 2. Over two thirds of respondents (68.7% or 184 people) agree or strongly agree that shift patterns should be continuously reviewed and aligned with risk across the county, suggesting that these respondents appreciate incidents attended by SFRS can provide different challenges depending on geographic location. A much lower proportion, 22.8% (48 respondents), either disagree or strongly disagree and even lower are those who neither agree nor disagree, at 13.4% (36 respondents).

Reviewing arrangements within shifts to maximise resilience received the highest level of agreement in this proposal, with 77.2% of respondents (207 people) choosing agree or strongly agree, suggesting those responding understand why this is required so are reacting positively to the need to provide both value for money and an appropriate work/life balance for those who work them. This accounts for the relatively low proportion who disagree or strongly disagree, which is only 9.3% or 25 people. Despite this support, there are still 13.4% (36 respondents) who neither agree nor disagree.

Considering shift patterns from outside Suffolk also received agreement from respondents, but at a slightly lower level; 62.7% (168 people) agree or strongly agree, while 19% (51 people) disagree or strongly disagree. The proportion of those who neither agree nor disagree is similar to this disagree figure, at 18.3% (49 people).

Freetext comments directly referring to Proposal 3 suggest respondents are showing more caution, as follows:

*'I believe a constant review and changing of shift patterns could lead to low morale in staff and the most important part of the Fire Service is it's staff.'*

The following comment suggests that respondents would prefer to see the same shift patterns throughout Suffolk (regardless of need):

*'All fire fighters should work on the 24/7 shift pattern arrangement so there is consistency across the county. '*

Responses from SFRS staff show levels of agreement which are very similar to the results overall, suggesting that the views of the public do not differ from those employed by the Service.

## Proposal 4 – Specialist Rescue Capabilities

### 11. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should review how it currently responds to specialist rescue incidents - those involving advanced working at height and water rescue?

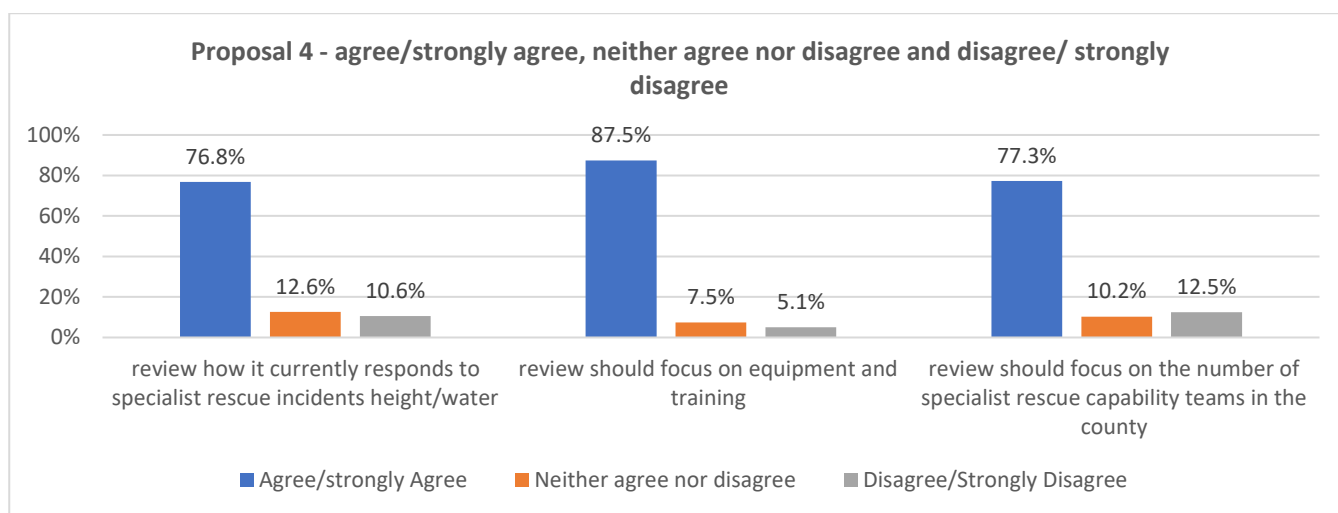
- There is overwhelming support for this element of the proposal as just over three quarters of respondents (76.78% or 195 respondents) agree or strongly agree with it. In contrast 10.63% of respondents disagree or strongly disagree at 19% (27 respondents)
- The proportion who neither agree nor disagree stands at 12.6% (32 respondents)

### 12. To what extent do you agree or disagree that any review should focus on equipment and training to ensure 999 response arrangements keep pace with the level of risk in Suffolk and the demand for their use?

- There is even stronger support for the review of equipment and training. 87.5% of responses agree or strongly agree with the question
- Only 5.1% (13) responses disagree with 7.45 % (19) responses neither agreeing nor disagreeing

### 13. To what extent do you agree or disagree that any review should focus on the number of specialist rescue capability teams in the county to ensure the number is appropriate to the level of risk and the demand for their use?

- Again, over three quarters, 77.04% (197) of respondents support the proposal with only 12.55% (32) choosing to disagree or strongly disagree
- A further 10.20%, (26) stated they neither agree nor disagree with the proposal



Proposal 4 has support across the board with positive response to all questions within it. Strongest overall support is for the review to focus on equipment and training (Q12) at 87.5%. There is a lower than average response to the number of neither agree nor disagree responses suggesting that respondents feel well informed on this question and confident in giving a clear view. The review of responses to specialist rescue incidents has marginally lower support with 76.8%. Considering the number of specialist rescue teams based on risk and demand for their use in the review has a higher negative response with 12.5% either disagreeing/strongly disagreeing with the proposal.

The high level of support for all elements of Proposal 4 provides strong evidence of public approval for the review and the proposal that is not universally evident elsewhere.

Overall there were 57 (20%) responses to the consultation from respondents identifying as firefighters. There were only two free text responses to Proposal 4 these both appear to have come from this staff group. Both are offering suggestions that may come up in any review of this area of the service.

*“Train on-call staff on all equipment at stations to increase resilience”*

*“Use a wider range of vehicles and response styles to manage risks”*

There was no material difference in responses between staff and non-staff on this question.

## **Proposal 5 – Review of Performance Measures**

### **14. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should include all 999 emergency incidents in our ‘speed of response’ performance measures?**

- The vast majority of responses, 84.4% (206) support or strongly support the proposal. Only 7.4% (18) responses which disagreed or strongly disagreed with the proposal were received.
- 8.2% (20) responses neither agreed nor disagreed with the proposal.

### **15. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should have speed of response performance measures that reflect the difference in response times between on-call fire-fighters in rural areas and full-time fire-fighters in urban areas?**

- 62.5% (153) of responses agree or strongly agree with the proposal. This is noticeably lower than some other measures.
- The number of responses from those that disagree, or strongly disagree is significantly higher than some of the other proposal questions with 26.5% (65) stating this.

### **16. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should include a Service-wide performance measure that captures the time taken to respond to 98 or 99% of all incidents, regardless of them being in urban or rural areas?**

- 68.9% (168) of responses either supported or strongly supported the introduction of a Service-wide performance measure.
- 13.1% (32) responses either disagree or strongly disagree with the proposal.
- Compared with some other questions a considerably larger group 18% (44) responses state that they neither agree nor disagree with the introduction of this measure.

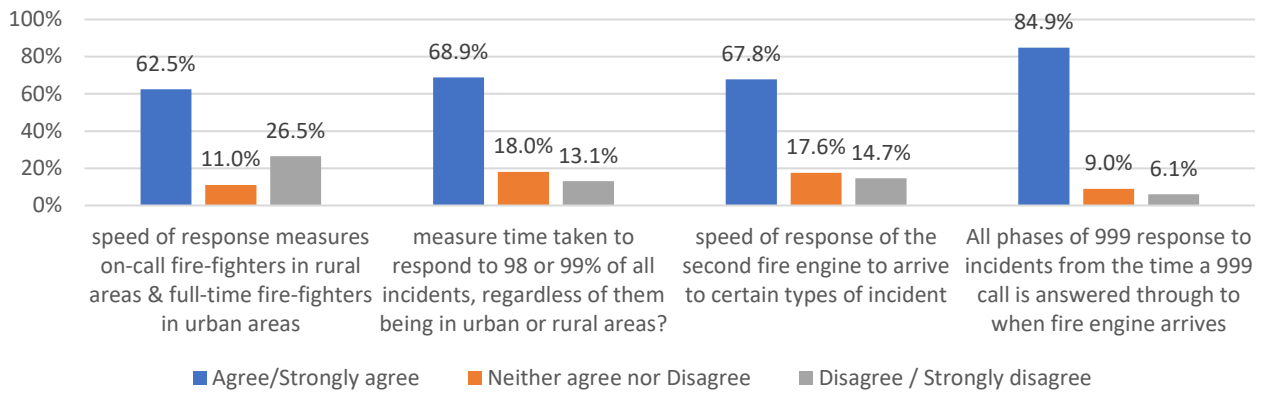
### **17. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should have a performance measure that captures the speed of response of the second fire engine to arrive to certain types of incident?**

- 67.8% (166) agree that a measure that captures the speed of response of a second fire engine should be put in place. Whilst 14.7% (36) either disagree or strongly disagree.
- 17.55% (43) responses neither agree nor disagree.

### **18. To what extent do you agree or disagree that Suffolk Fire and Rescue Service should have performance measures that reflect all four phases of the 999 response to incidents – from the time a 999 call is answered through to the time a fire engine arrives at the incident?**

- 84.9% (208) either agree or strongly agree with this measure. Whilst 6.1% (15) disagree or strongly disagree.
- Only 8.98% (22) responses neither agree nor disagree.

### Proposal 5 - agree/strongly agree, neither agree nor disagree and disagree/strongly disagree



There is broad support for Proposal 5 and each individual area within, although support is not so high as some other proposals. The measurement of 999 response times (Q18) has the greatest support with 84.9% (208) and the lowest 'neither agree nor disagree' 9% (22) along with the lowest 'disagree/strongly disagree' 6.1% (15). Respondents here clearly understand the question and support it. The other questions have clear support but not to such a significant degree.

The Speed of Response question has the lowest support 62.5% (153) and the highest 'disagree/strongly disagree' response which at 26.5% (65) is significant compared with other questions within Proposal 5 and the other four proposals with the exception on Proposal 1.

The free text received that mentions these proposals included the following comments:

*"There should be a national response standard; response should be measured from the time of call to the arrival of the first appliance or full P.D.A at RTAs, where one pump should be sent automatically to make the scene safe/provide first aid etc"*

*"Changes to call handling have affected level of information provided to crews on mobilisation; an end to end measurement would show whether an emphasis on speed or quality of information is the most efficient way of working"*

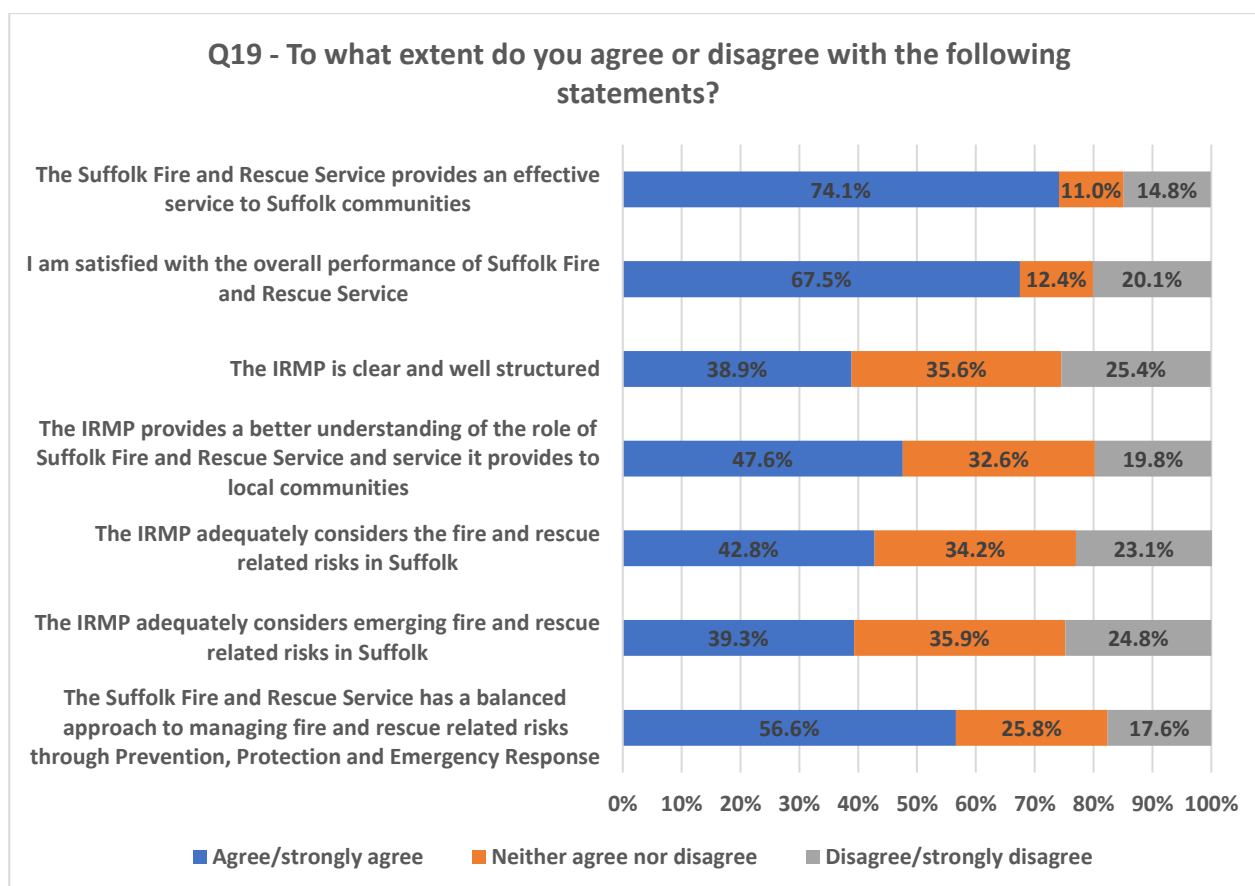
There were only minor differences between the overall response and those received from staff. On question 16, measuring 'time taken responding to 98% or 99% of incidents', there was slightly more support from staff (74%) than overall (68.9%). This was mirrored by 4% less staff providing a negative response to this question, 8.8% staff compared with 13.1% of all responses.

## IRMP CONSULTATION QUESTIONS

These questions relate to the substantive IRMP document and the way in which it assesses the fire and rescue related risk across Suffolk and the UK, and then sets out how the fire service responds to that risk.

### Q19 – To what extent do you agree or disagree with the following statements?

Not all respondents chose to answer this question and of those who did, some did not answer all parts of the question.



Responses show that the majority of respondents (74.1% or 175 people) agree or strongly agree that ‘the Suffolk Fire and Rescue Service provides an effective service to Suffolk communities’, while 14.8% (35 people) disagree or strongly disagree. 11% (60 people) neither agree nor disagree. Similarly, 67.5% (158 people) agree or strongly agree that they are ‘satisfied with the overall performance of the Suffolk Fire and Rescue Service’, although 20.1% (47 people) disagree or strongly disagree. A much lower proportion, 12.4% (29 people) neither agree nor disagree.

The structure of the IRMP itself has a more mixed set of results, with only 38.9% (92 people) choosing agree or strongly agree that it ‘is clear and well structured’, while a slightly lower proportion, 35.6% (60 people) neither agree nor disagree. Comparing this figure with the proportion who disagree or strongly disagree, (25.4% or 60 people) suggests that overall, respondents have had difficulty in fully understanding the details of the IRMP.

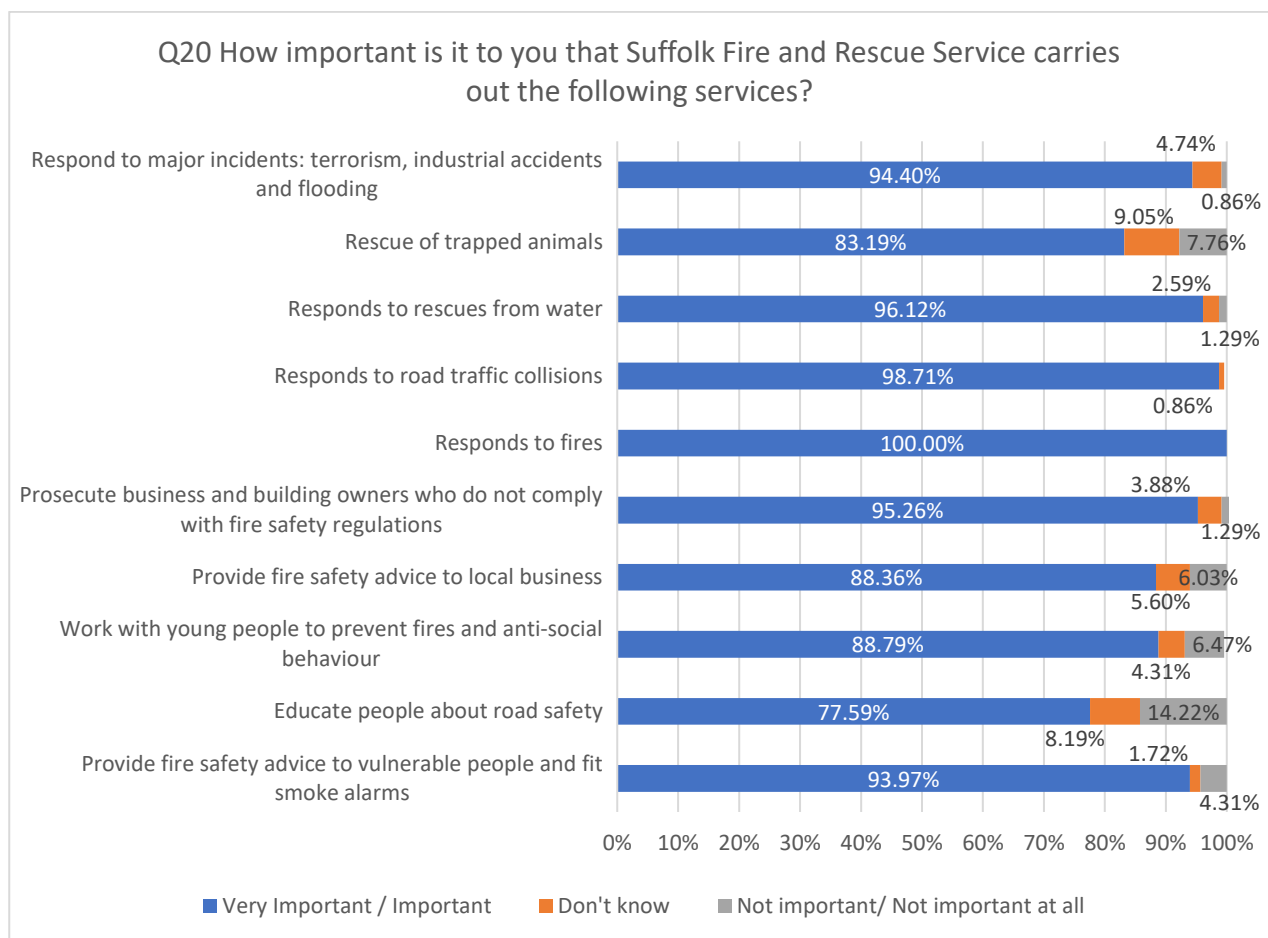
A similar picture is seen with responses to all the statements about the IRMP; although almost half of respondents (47.6% or 111 people) agree or strongly agree that 'the IRMP provides a better understanding of the role of the SFRS and the service it provides to local communities', nearly a third (32.6% or 76 people) neither agree nor disagree and 19.8% (46 people) disagree or strongly disagree. Responses to 'the IRMP adequately considers the fire and rescue related risks in Suffolk' suggest that respondents again have a mixed opinion; although 42.8% (100 people) agree or strongly agree, the fact that 34.2% (80 people) neither agree nor disagree and 23.1% (54 people) disagree or strongly disagree suggests that the majority of respondents either don't have an opinion or don't fully understand the statement. This is also suggested by responses to 'the IRMP adequately considers emerging fire and rescue related risks in Suffolk', where 39.3% (92 people) agree or strongly agree, 24.8% (58 people) disagree or strongly disagree, while a higher proportion, 35.9% (84 people) neither agree nor disagree.

These results suggest that although respondents may have not fully understood the detail of the IRMP, they still support and agree with the service that SFRS provides. 'The Suffolk Fire and Rescue Service has a balanced approach to managing fire and rescue related risks through Prevention, Protection and Emergency Response' receives more support, with more than half (56.6% or 132 respondents) agreeing or strongly agreeing, while only 17.6% (41 respondents) disagree or strongly disagree. 11% (25 respondents) have no opinion, having chosen neither agree nor disagree.

There were some clear differences between staff responses and those received as a whole. When asked whether 'Suffolk Fire and Rescue provides an effective service' only 66% of staff agreed with this compared with 74.1% of public response. When asked if they were 'satisfied with the overall performance of Suffolk Fire and Rescue Service' only 60% of staff agreed compared to 67.5% of all responses. In the final question in this group "Suffolk Fire and Rescue Service has a balanced approach to managing fire and rescue related risks through prevention, protection and emergency response", 64.3% of staff felt this compared with 56.6% of all responses. For this last question it could be that staff feel better informed to give a view here as only 16.1% of this group responded with a 'neither agree nor disagree' response compared with 25.8% of all responses.



**Q20 - How important is it to you that Suffolk Fire and Rescue Service carries out the following services?**



There is overwhelming support for the Fire and Rescue Service to carry out all these services. Not surprisingly, responding to fires comes out highest with 100% (232) support. The next highest scoring areas are again related to perceived core roles, such as 'Responses to road traffic collisions' which received 98.7% support.

The service with the lowest support is 'educate people about road safety' with 77.6% (180) support. It could be that the reverse is true here and this is not seen as a core function of the service? Other educational areas do score more highly, such as 'Provide fire safety advice to vulnerable people and fit smoke alarms' and support for this fire related education theme also come out in some free text responses.

Overall there is very little negative response to any of these areas of work and equally very few respondents stating, 'don't know'.

Responses from staff were equally high to this question. There were only a few minor differences, where in each case staff gave a more positive response than the public. These were all in areas that the public may not perceive the area in question to be a core function. 94.8% of staff compared with 83.19% of the overall responses felt that 'rescue of trapped animals' was important. Whilst 87.7% of staff felt 'educate people about road safety' was important compared with 77.59% of all responses.

## SUMMARY OF FREE TEXT BOX COMMENTS

### Q21 - Have you completed the survey as...?

Five people completed further details as follows:

- Parish Council – 2
- Relative of a member of SFRS – 2
- Member of NFRS - 1

### Q22 – Do you have any additional comments?

75 people provided further comments, summarised by proposal, if applicable:

19 comments from 14 people relate to specific proposals (with a number making comment on each). Note: some people commented on more than one Proposal and eight responses were the same

<b>Proposal 1 - AFAs</b>	
Businesses with higher risk should be charged more than businesses with medium/low risk	1
Businesses should be charged for three or more AFAs in a 12 month period/businesses with persistent AFAs should be charged	3
<b>Total</b>	<b>4</b>

<b>Proposal 2 - RTAs</b>	
All RTAs should be attended if they include injury, fuel leak or more than two vehicles	1
Support for consistent evaluation of training/provision of resources to meet current and future demands of the service	1
<b>Total</b>	<b>2</b>

<b>Proposal 3 – Shift patterns</b>	
Constant tinkering' with shift patterns affects the morale of firefighters	1
All fire-fighters should work the 24/7 shift pattern to provide consistency throughout the county	1
Support for evaluation of shift patterns, but acknowledging on-call duty systems might not be as easy to manage	1
Shift systems do not always need to be reviewed – should be balanced against other priorities and benefits	1
<b>Total</b>	<b>4</b>

<b>Proposal 4 – Special rescue capacity</b>	
Train on-call staff on all equipment at stations to increase resilience	1
Use a wider range of vehicles and response styles to manage risks	1
Comment supporting proposals in the IRMP	1
<b>Total</b>	<b>3</b>

<b>Proposal 5 – Speed of response/performance</b>	
Can a crew of three be considered a mobilised crew and should the response time be measured as when the crew of three arrive or when a fully-crewed appliance arrives	3
There should be a national response standard; response should be measured from the time of call to the arrival of the first appliance or full P.D.A at RTAs, where one pump should be sent automatically to make the scene safe/provide first aid etc	1
Changes to call handling have affected level of information provided to crews on mobilisation; an end to end measurement would show whether an emphasis on speed or quality of information is the most efficient way of working	1
Comment in support of measuring performance as accurate data will inform changes to the service	1
<b>Total</b>	<b>6</b>

The remaining 61 comments do not relate specifically to any Proposal but to the Fire and Rescue Service as a whole and are summarised below (followed by the number of people commenting in this way):

<b>Other comments</b>	
Don't change anything/any review needs to be balanced/criticism of survey (seen as too long)	26
Numbers of crew should be increased	4
Concern about changes and budget cuts	5
Concerns about staffing levels caused by leave and sickness, especially when stations are unavailable due to lack of staff	11
Comment on the great service provided in spite of budget cuts	4
If changes need to be made, do not compromise on safety	1
Ensure there is a fit for purpose counselling service for firefighters	1
Not enough substance in IRMP	4
There needs to be more on safety and prevention	3
Merge with other emergency services to make better use of budget/management	1
Concern regarding safety issue of on-call firefighters rushing to respond to pagers	1
<b>Total</b>	<b>61</b>

## Q25 – How did you hear about this consultation?

41 chose 'Other' and these responses are summarised as follows:

Other responses	
Email from SFRS	15
SCC website	5
SCC Intranet	2
Firefighter knowledge	1
SFRS App	2
SFRS engagement event	5
Councillor briefing	2
Fire Brigades Union	1
Postal communication	6
Instagram	1
Friends	1
<b>Total</b>	<b>41</b>

## REPRESENTATIVE BODY FEEDBACK

In addition to the feedback received through the survey hosted on the County Council's Smartsurvey account, there were two written responses received from Representative bodies. Representative bodies and their members could also register their feedback on the SCC Smartsurvey account.

In summary the comments raised within the written responses were:

### Fire Brigades Union (FBU) summary

The FBU believe the IRMP should assess the risks within our area of mobilisation and allocate resources to adequately address the risk profile without financial restriction.

*"Following this assessment, adequate resources should be recommended to address the risk profile identified in the assessment. This should be regardless of available finances. It is then for the governance of the Fire & Rescue Service to assess this report and allocate the necessary budget to fund the required resources or chose to resource below what is recommended and therefore be unable to adequately address risk in the area of mobilisation."*

The changes to our Reduced Crewing Policy should have been included within the proposals in the IRMP.

*"This can be highlighted by the fact that Suffolk Fire & Rescue Service (SFRS) have recently implemented the biggest change to their emergency response to the public in recent years, by introducing their Reduced Crew Policy which will mobilise just 3 Firefighters (FF) to all incident types. We find it concerning that SFRS have neglected to include and seek public opinion on this most precarious practice that puts FF's and the public they serve at increased risk. You can no longer state that your approach to emergency response is to ensure you have the right number of firefighters and fire engines in the right place at the right time, delivering the correct standards of incident response".*

The FBU are of the opinion the IRMP proposals are not clear enough. They state the proposals do not contain details of what we intend to do within the proposal, but suggest we intend to review the area of the proposal.

*"We believe that this IRMP consultation survey is not clear. There are no real proposals put forward by SFRS for the public to respond to, only a series of leading questions, to encourage a positive response from the public and mislead them into answers that could be interpreted in multiple ways."*

*"Suffolk FBU feel that the first 4 out of the 5 IRMP Consultation Proposals do not contain adequate or relevant information to allow the public to make informed and educated decisions on the associated topics. A number of possibilities have been identified by prior reviews but are not being shared. Therefore, SFRS are misleading the public by omission, yet requesting a response to leading questions which will potentially allow SFRS to review or reduce its provision under the pretext that they have public support for it."*

## **FBU response to Proposal 1 – Automatic Fire Alarms and Unwanted Fire Signals**

The FBU do not believe we should reduce our attendance at Automatic Fire Alarms.

*“Suffolk Fire Brigades Union (FBU) are strongly against reducing attendance to AFA’s. Within the FRS we are all familiar with the phrase “it’s only an AFA”. This phrase is only relevant when returning from a false AFA. At the time of call and until the Fire Service arrives at the incident, to all intents and purposes it’s a fire and a live incident. As a result, we believe it’s irresponsible of SFRS to reduce its attendance to AFA’s”.*

## **FBU response to Proposal 2 – Response to Road Traffic Collisions**

The FBU are opposed to any potential reduction in SFRS’s response and attendance to Road Traffic Collisions.

*“SFRS use stats from over 15 years ago in the IRMP document, which brings us to question just how relevant these figures are and why more current statistics were not used.*

*The Service have already conducted a review of its response to road traffic collisions and produced a document which is now a year old. Work is still ongoing with the review and we are aware from it and subsequent meetings that the Service are looking to reduce its response to RTC’s. This is an example of a proposal which SFRS should be including in the IRMP document along with any relevant information to support such a proposal to allow the respondents to reply with their views of such a possibility.*

*Suffolk FBU are strongly against reducing attendance to RTC’s.”*

## **FBU response to Proposal 3 – Review of shift patterns**

The FBU do not believe that the review of shift patterns should be a proposal within the IRMP. SFRS should continually review shift systems and consult and negotiate on them in accordance with the NJC for Local Authority Fire & Rescue Services, Scheme of Conditions of Service (The Grey Book).

*“The detail in this Proposal should be included under the “Emergency Response” section of the IRMP document, as it refers to ensuring “we have the right FF’s and fire engines”. This Proposal (3) need not be included.*

*SFRS should be continually or at least periodically reviewing all its practices and it should do so in the correct manner and not necessarily under the auspices of an IRMP document. It does not “need” a public consultation to review its resources to risk across the county. The public should be given the resultant information on such suggested proposals to respond to.*

*Suffolk FBU must insist that any changes to working practices within Shift Patterns and any new Shift Patterns that may be introduced by SFRS be negotiated upon with us in accordance with NJC for Local Authority Fire & Rescue Services, Scheme of Conditions of Service (The Grey Book).”*

## **FBU reposes to Proposal 4 – Specialist Rescue Capabilities**

The FBU are of the opinion there is not enough detail within this proposal to comment and believe more details should have been included.

*“This proposal is severely lacking in detail. It gives the public no information whatsoever as to the purpose or use of the specialist rescue teams and there is very little in previous sections of the document. The final paragraph suggests that the review might ‘increase’ the capabilities by providing ‘the best response’ and ‘improving the safety’. However, we suspect that the recommendations from the review will not suggest any increase in capability.*

*As, again, Suffolk FBU are aware that these reviews are on-going and have been for some time, SFRS will already have identified certain proposals to consider. Why are there no such proposals given? Only the repeated statement that we will use this information to review and refresh our approach.”*

## **FBU response to Proposal 5 – Review of Performance Measures**

The FBU are supportive of an overall speed of response performance measure, but do not believe there should be any difference between urban and rural areas. They also comment on their view that the current performance measures are not met.

*“Over the past 3 years SFRS has systematically failed to meet its speed of response performance standards. This is unacceptable to Suffolk FBU and the members of the public that we serve. Despite failing to meet speed of response performance standards and failing to recruit and retain sufficient On Call Firefighters, SFRS have made cuts to its frontline services.*

*Suffolk FBU welcome any changes that make reviewing speed of response performance data more transparent through all four phases of the 999 response to incidents. We would be strongly against any difference in speed of response performance standards between Wholetime (urban) and On Call (rural) covered areas, the speed of response should not be a ‘postcode lottery’. We suggest that the public might be more interested in the OVERALL speed of response from the time of call taken to actual attendance at the incident. The separate phases would be useful for internal and national data collection and for comparison, review and improvement.”*

## **FBU response to any reduction in resources**

The FBU state there should not be any financial cuts to services and SFRS should be funded at an adequate level to resource to identified risks.

*“Suffolk FBU’s position is that SFRS should not make any more frontline cuts. We would also implore SFRS senior management team seek to reverse the cuts already made over the last 9 years. We know that as a result of sustained cuts; response times, availability and weight of response have all reduce in recent years. This has resulted in a worse emergency service for the communities of Suffolk and the introduction of high risk working practices such as crews of 3. We recognise the great and dedicated work our Firefighters and members do and believe they need greater resources, increased numbers and the highest levels of health and safety to undertake their duty.*

*We suggest that any reviews and solutions mentioned in this IRMP should have Firefighter & community safety as a priority, improve Service provision with no detrimental impact upon the terms and conditions of Suffolk FF's as an outcome. We do not wish for SFRS to reduce its response to any incidents. SFRS should negotiate all potential changes with the Fire Brigades Union and reach mutually agreed positions and refrain at all costs from imposing changes upon its professional Firefighter's."*

*"If the Chief Fire Officer (CFO) cannot achieve the improvements above within the current budget we wish for the CFO to make this clear, openly state such and lobby Government to increase SFRS funding."*

### **Fire and Rescue Services Association (FRSA) summary**

The Fire and Rescue Services Association (FRSA) believe there should be more detail with the IRMP.

*"In general terms, the proposals lack any detail at the present time to allow us to comment fully."*

### **FRSA response to Proposal 1 – Automatic Fire Alarms and Unwanted Fire Signals**

The FRSA have made comment that any reduction in call rates could impact on the salary of On Call firefighters which could impact on recruitment and retention.

*"As part of any review an impact assessment regarding how the proposals would affect On-Call firefighters should be carried out, specifically as their salary is partially based on callouts. It is likely that any decrease in calls will have a negative impact on retention (and possibly recruitment) if earnings reduce while expectations remain the same."*

*We are also concerned that the IRMP document only highlights the negative aspects of attending AFA calls."*

### **FRSA response to Proposal 2 – Response to Road Traffic Collisions**

The FRSA believe there is a lack of detail to make comment on. It suggests there should be a impact assessment relating to the On Call service.

*"There is very little detail to comment on. It raises the question of what the terms of reference are of a review, who would undertake the review, how long will the review take, who decides whether the points raised in the review need action and what these actions are. However, any review needs to specifically include the impact of any change (both time and financial) on the on-call service (See proposal 1)."*

*Will any proposals that come out of the review be put back to the public for consultation?"*



### **FRSA response to Proposal 3 – Shift Patterns**

The FRSA have commented on the lack of detail within the proposal and any review should consider the On Call service.

*“Again, there is little to comment on. Any review of the on-call service needs to consider the commitment required, work-life balance and proper remuneration for the commitment given.”*

### **FRSA response to Proposal 4 – Specialist Rescue Capabilities**

The FRSA have not made any comment on this proposal

*“Very little detail to comment on at this stage.”*

### **FRSA response to Proposal 5 – Speed of Response to Emergency Incidents – Performance Measures**

The FRSA have made comment they would expect an outline of proposed performance measures.

*“Little detail to comment on at this stage. However, we would expect the IRMP to outline what the service proposes to do with the performance measures.”*