

Status of Report:

Public

Agenda Item:

8

Meeting: Combined Fire Authority

Date: 9th December 2015

Subject: IRMP Consultation Update

Report by: The Chief Fire and Rescue Officer

Author: Mick Grewcock (Head of Organisational Support)

For: Information Only

1. Purpose

- 1.1 This report explains the methodology and progress associated with the 10 week public consultation on the 2016 Integrated Risk Management Plan (IRMP) proposals.

2. Recommendations

The CFA is asked to note the content of the report and agree to receive a detailed report on the outcome of the consultation and a response thereto in February.

3. Executive Summary

- 3.1. The 10 week public consultation on our 2016/20 IRMP Proposals closed on the 4 December 2015 giving all stakeholders the opportunity to engage with us and tell us what they think in respect of our proposals.
- 3.2. We have engaged with the public through presented events, the media, social media, posters and emails to inform them of the rationale behind the proposals and that we believe they are safe, proportionate and affordable.
- 3.3. The statutory requirement for consultation has been undertaken efficiently without costly external support and has adhered to the principles required when consulting with the public.

4. Report Detail

- 4.1. The CFA approved a 10 week public consultation on 2016/20 IRMP Proposals on 24th September 2015. The consultation commenced on the 25th September and closed on the 4th December 2015.
- 4.2. The consultation strategy was devised following a review of lessons learnt from the 2015 IRMP consultation which indicated that:
- a) The consultation document was too complex

- b) Public engagement events were restricted, limiting attendees
- c) Multiple formats available for feedback increased the difficulty associated with analysing responses
- d) Consultation costs could and needed to be reduced by undertaking the work “in house” and by the greater use of social media.

4.3. Communication of the consultation has predominantly been achieved through the use of email, social media and our website, contacting over 2,100 stakeholders including business, community and statutory organisations. Attached to the email was a poster detailing how to access the consultation documentation and questionnaire via our website, designed to be printed and displayed locally reducing our printing and postage costs. Our Facebook page, used to inform of the consultation, attracted approximately 10,000 views.

4.4. The IRMP consultation section of our web site contained:

- a) Towards 2020 IRMP Proposals for Consultation document
- b) Tell Us What You Think Questionnaire
- c) Public Engagement Events schedule
- d) Link to the Medium Term Financial Strategy
- e) Responses to questions asked at the Engagement Events where we were unable to provide accurate answers at the time.

Email and telephone details were included in this area enabling individuals to contact us for more information or if they required alternative means of accessing the documentation. Following representations, paper copies of the consultation documents and response forms, were made available on request.

4.5. 12 Public Engagement Events held in October and November at Fire Stations affected by the proposals resulted in over 700 attendees engaging with us. The format of each event consisted of the delivery of a presentation indicating the economic forecast, planned response provisions and details showing attendance performance if the proposals are agreed. A question and answer session followed, with the premise that we provide answers to all questions, providing a response on our web site if any question posed could not be answered at that time.

In addition Employee Engagement Events accommodating support, wholetime and On-Call staff affected by the proposals, cumulated in over 980 participants engaging with us.

4.6. The electronic Questionnaire captured the opinions of stakeholders consisting of 11 simple questions, giving the ability to provide comment. The number of characters available was increased to 2500 following feedback that the initial arrangements did not allow for greater detail to be captured.

As at 3rd November 2015, the number of responses received is 1,088

4.7. The consultation prompted requests from the County Council and City Council overview and scrutiny bodies for the Chief Fire and Rescue Officer to attend the meetings to explain the proposals. In addition the IRMP was debated by a

number of District Councils.

- 4.8. The consultation also prompted individuals and representative bodies to request details under the Freedom of Information (FOI) Act, which requires a response within 20 working days. The requests varied in complexity and the amount of time and resources required in order to produce responses.

As at 3rd November 2015 the number of requests for information is 13.

5. Report Implications / Impact

5.1. *Legal (including crime and disorder)*

- a) The Fire and Rescue National Framework for England (July 2012) places a statutory duty on us to consult throughout the development of an IRMP and at all stages with the community, the workforce, representative bodies and partners.

5.2. *Financial (including value for money, benefits and efficiencies)*

- a) The financial costs associated with the delivery of the IRMP Consultation have reduced significantly compared to last year with the main expense attributed to external web site design, provision of chairs and audio equipment. With only small additions expected, the current expenditure is circa £1,126 compared to the significantly higher figure of £47,094 required for the 2014 IRMP consultation period.

5.3. *Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)*

- a) Our reputation may be detrimentally affected if we fail to undertake an effective consultation process with stakeholders.
- b) The Gunning principles have been applied in respect of how the consultation process has been delivered. These are:
- I. consultation must take place when the proposal is still at a formative stage
 - II. sufficient reasons must be put forward for the proposal to allow for intelligent consideration and response
 - III. adequate time must be given for consideration and response
 - IV. the product of consultation must be conscientiously taken into account

5.4. *Staff, Service Users and Stakeholders (including the Equality Impact Assessment)*

- a) An Equality Impact Assessment (EIA) is attached as Appendix 1.

5.5. *Environmental*

- a) None

5.6. *Impact upon Our Plan Objectives*

- a) The effectiveness of the consultation process enables the CFA to be fully informed of stakeholders' views on the proposals, assisting them to decide and effectively shape our Fire and Rescue Service over the next 5 years.

6. Background Papers

- a) CFA 24th September 2015 - Item 11. Towards 2020: Integrated Risk Management Proposals

7. Appendices

- 1. Equality Impact Assessment Towards 2020 IRMP Consultation

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FIRE and RESCUE SERVICE

EQUALITY IMPACT ASSESSMENT

Section 1 – Initial Assessment	
Directorate:	Service Support
Team:	Planning and Performance
Responsible Person(s):	Mpazi Siame
Name of Policy/function:	Integrated Risk Management Plan – Communications Plan
Date of Assessment:	16 September 2015
Briefly Describe the aims, objectives and purpose of the consultation:	<p>The process for consulting with the communities of Leicester, Leicestershire and Rutland on the Towards 2020 Integrated Risk Management Plan.</p> <p>The main purpose of the process is to:</p> <ul style="list-style-type: none"> • Ensure that the IRMP proposals is communicated to a wide range of community groups and individuals • That they understand its proposals and the implications for them • That they have the opportunity to feed back their comments and opinions on the plan • That, where appropriate, their opinions and comments are taken into account in the final draft of the plan.
Who will benefit from the consultation:	<p>Internal members of staff</p> <p>External members of the community (stakeholders)</p> <p>Media</p> <p>Members of the Combined Fire Authority</p>
What factors/forces could contribute/detract from the outcomes?	<ul style="list-style-type: none"> • Applying diverse communication streams to appeal to all sections of society • Information does not reach the target audience • Exclusion of any groups within the community
Who are the main stakeholders in relation to the consultation?	<ul style="list-style-type: none"> • Internal staff • All members of the community • Members of the Combined Fire Authority • Media
Who implements the policy and who is responsible for the consultation?	<ul style="list-style-type: none"> • Head of Organisational Support

Are there any concerns that the consultation could have an impact on:	Yes/No	Please justify your decision, say what evidence can be provided.
Race	Yes	<p>Information not made readily available in different formats i.e. alternative language:</p> <ul style="list-style-type: none"> • Documents and website carry a multi-language page which explains how to receive information in alternative languages • A number of staff employed by LFRS are able to communicate in other languages. • We have the facility to arrange for translations or a translator to be made available. • Personal visit from appropriate member of staff. • External Forums will aim to include a cross section of our community • Groups within this category have been targeted on the stakeholder list • Station personnel have access to different community groups within their area • Electronic posters for local printing and display have been sent to all community organisations and minority groups <p>Risk that inappropriate language could cause offence to this group(verbal and written):</p> <ul style="list-style-type: none"> • All staff receive Equality training • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Gender	No	
Disability	Yes	<p>Accessibility to information in a format which meets the needs of the disability e.g. large print, jargon free, braille:</p> <ul style="list-style-type: none"> • Information on the website is available in large print and text only format • Translation of text can be made available on request, including braille • Personal visit from appropriate member of staff

		<ul style="list-style-type: none"> • Groups within this category have been targeted on the stakeholder list • Electronic posters for local printing and display have been sent to all community organisations and minority groups <p>Risk that inappropriate language could cause offence to this group (verbal and written):</p> <ul style="list-style-type: none"> • All staff receive Equality training • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Sexual Orientation	Yes	<p>Risk that inappropriate language could cause offence to this group (verbal and written):</p> <ul style="list-style-type: none"> • Awareness Training (some staff have received training specific to this category) • All staff receive Equality training • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Age	Yes	<p>Access to electronic documents and the response questionnaire with the preferred consultation method being via our bespoke IRMP website pages:</p> <ul style="list-style-type: none"> • laptop computer will be made available in HQ reception for members of the public to use • Access to a computer is available at libraries • Hardcopy IRMP and questionnaires will be sent out to members of the public upon request • Electronic posters for local printing and display have been sent to all community organisations and minority groups • Groups within this category have been targeted on the stakeholder list via social services, councils and umbrella groups • Social media channels will be used to target the younger and middle age generation within our community

		<p>Risk that inappropriate language could cause offence to this group(verbal and written):</p> <ul style="list-style-type: none"> • All staff receive Equality training • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Religious or Belief	Yes	<p>Risk that inappropriate language could cause offence to this group(verbal and written):</p> <ul style="list-style-type: none"> • All staff receive Equality training • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Dependants/caring responsibilities	No	
Offenders	Yes	<ul style="list-style-type: none"> • Prisons have been targeted on the stakeholder list
Trans-gender or transsexual	Yes	<p>Risk that inappropriate language could cause offence to this group(verbal and written):</p> <ul style="list-style-type: none"> • All staff receive Equality training • Awareness Training (some staff have received training) • Monitoring of information before it leaves the organisation, IRMP document, website, posters etc.
Are there any concerns for unfavourable treatment in this consultation?	Yes	<p>It may be difficult to engage with all -</p> <p>Ethnicities: African Caribbean Bangladeshi Chinese Indian Iranian Iraqi Irish Kosovan Kurdish Latvian Lithuanian Pakistani Polish Roma Slovak Somali Thai Yemeni</p>

		<p>Faiths & Religion: Buddhism Christianity Hinduism Islam Judaism Paganism Rastafarianism Sikhism</p> <p>Community Risks, these may cover: Age Anti-Social Behaviour Asylum Seekers and Refugees Deprivation/Child Poverty Disability Domestic Abuse Drugs and Alcohol Gypsy and Traveller Communities Homelessness Human Rights Mental Health Newly Arrived Communities Safeguarding Sexual Orientation Sheltered Housing</p> <p>What steps have we taken? Our stakeholder list has been produced to include as many umbrella groups as possible to consult with.</p> <p>Please see: the individual characteristics for specific steps that have been implemented.</p> <p>Learning for future consultations?</p> <p>As part of this consultation, an equality form has been included on the website and as an integral part of all hardcopy questionnaires. Future consultations should consider if we can obtain data from this form to determine if a diverse cross section of our community have engaged with LFRS. This will only give an indication of the diverse groups involved, due to some participants not wishing to complete the equality's form, as it is not mandatory.</p>
<p>Should the policy proceed to:</p>	<p>Partial: Yes <i>(if yes, proceed to section 2)</i></p>	<p>Full: No <i>(if yes, proceed to section 3)</i></p>
<p>Section 2 – Partial Impact Assessment</p>		

<p>Please state clearly the expected benefits of the policy.</p>	<p>In the final draft of the plan the main purpose of the process is to:</p> <ul style="list-style-type: none"> • Ensure that the IRMP proposals is communicated to a wide range of community groups and individuals • That they understand its proposals and the implications for them • That they have the opportunity to feed back their comments and opinions on the plan • That, where appropriate, their opinions and comments are taken into account in the final draft of the plan.
<p>In light of the issues identified, are there any experts/relevant groups who you can approach to explore their views on the issues. If so, please list</p> <ul style="list-style-type: none"> o the relevant groups/experts o how there views will be obtained o date they will be contacted 	<ul style="list-style-type: none"> • Equality Coordinator • Staff who have experience of people with a protected characteristic – communicating to them • Product testing
<ul style="list-style-type: none"> • Please explain in detail the views of the relevant groups/experts on the issues involved. (please use a separate sheet if necessary) 	<ul style="list-style-type: none"> • Advice from the Equality Coordinator • Staff who have experience of people with protected characteristics, i.e. partially sighted, age related, sexual orientation etc. • Product testing – website using different ability levels and partially sighted testing
<p>Please clearly state what action has been taken, if the policy/function has not proceeded to a full impact assessment.</p>	<p>Steps have been taken wherever possible to minimise (see individual characteristic) possible disadvantages that could occur to any individual within our community.</p> <p>We have also recognised through this process that future consultations may benefit from improved methods of monitoring specific characteristics, via questionnaire returns and general communication streams.</p>
<p>Section 3 – Full Impact Assessment</p>	
<p>a. Identify the aims of the policy and how it is to be implemented.</p>	
<p>b. Consideration of relevant data and research (see guidance notes for details).</p>	
<p>c. Assessment of impacts (see guidance notes for details).</p>	

d. Consideration of <u>measures</u> .	
e. Formal <u>consultation</u> on the actual impact of existing policies and the likely impact of proposed policies.	
f. <u>Make a decision</u> in the light of data, possible alternatives and consultation.	
g. <u>Monitoring</u> for adverse impact in the future and publication of the results of such monitoring.	
h. <u>Publication</u> of results of the Equality Impact Assessments (see Appendix 1 & 2 – Pro-forma for initial and partial assessment)	
<u>Authorisation</u> o Name and position of officer authorising the EIA (this should be the head of service).	

<u>Contacts</u> o Contact details of officer to discuss EIA with if different from section 1, above.	
Date Completed:	