

CRMP 2024-2028 Consultation Results Summary

This is a summary of the results from the CRMP public consultation results report, provided by Leicestershire County Council in January 2024.

Background

Every 5 years the main risks faced by our communities are reviewed and a plan is created to detail how they can be mitigated. This is known as our Community Risk Management Plan (CRMP) also known as Our Plan. The plan is consulted on with the public, staff and stakeholders and this most recently took place over a 12-week period ending in November 2023.

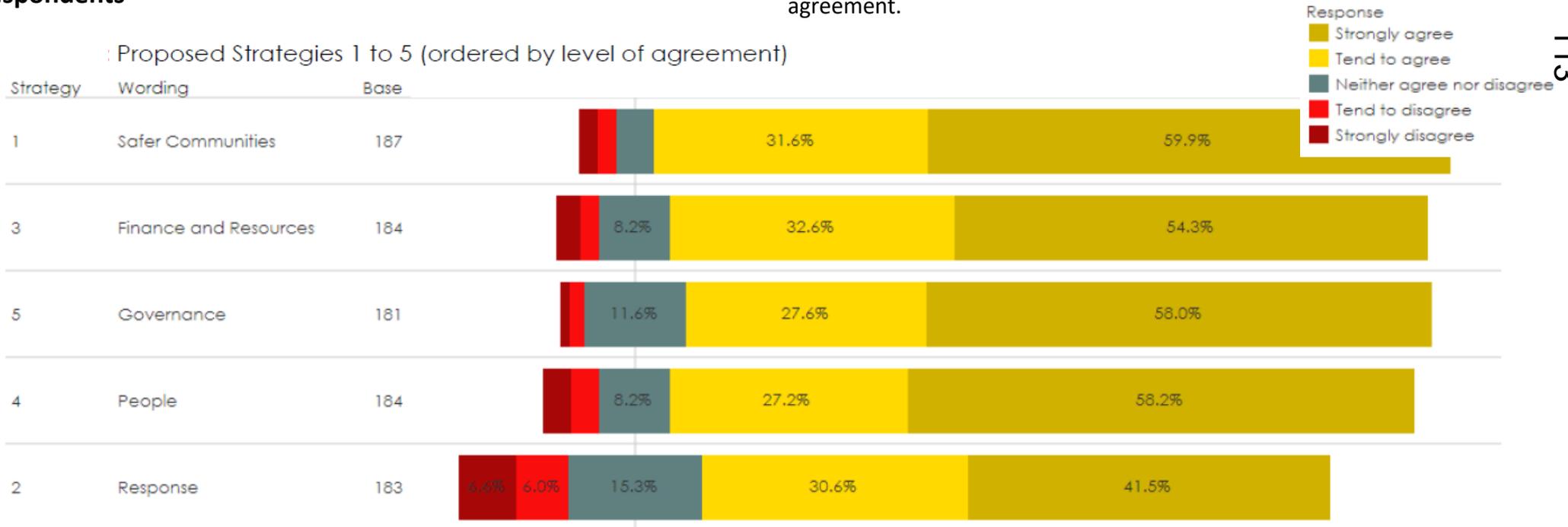
Respondents

It is estimated that over 144,000 public interactions were made during the consultation period including: 119,377 impressions, likes and shares via social media, 16,298 leaflets dropped by Royal Mail in Leicester and 4,245 emails to stakeholders. This resulted in 188 respondents with 60.6% being members of the public and 24.5% being current staff.

Demographically there were slightly more female respondents (48.4%), many were aged 35-65 (68%) and the main group was White British (82%).

Results

As part of the consultation, people were asked to state the level of agreement with the Aims and Actions of the 5 strategies. The results are captured in the chart below. For each of the 5 strategies there was broad agreement.



The highest level of agreement was for the Safer Communities strategy (91.4%) and the lowest level (72.1%) was the Response strategy. Below is a flavour of the themes emerging from comments with the strength of theme indicated in brackets. e.g. 11 people said this...

Strategy 1. Safer Communities Strategy: Fewer incidents with reduced consequences

Many respondents agreed with the strategy and were positive (22). Several respondents felt the actions within the strategy were important to ensure public safety (11). Many suggestions were made, including partnership working (14) and raising awareness about how to prevent fires (10). Respondents also referenced fire safety checks in their comments, including the suggestion that vulnerable people should be prioritised (4). Others expressed dissatisfaction with fire safety checks (6).

Strategy 2. Response Strategy: Respond effectively to incidents

Many respondents believed this proposal needed to be clearer and raised several questions (25). There were concerns about potential consequences of the proposed actions to deliver the aims of this strategy, in particular, the proposal to replace fire engines with Variable Response Vehicles and the impact on response time (20). There were some positive comments (21), with respondents agreeing with the strategy and noting that efficiency could be achieved. Other respondents raised concerns about staffing (18), cost and resources (12), or equipment and vehicles (10).

Strategy 3. Finance and Resources Strategy: Deliver value for money quality services

Many respondents emphasised that they agreed with the strategy (17). Many made comments that the life of the equipment should be extended and well maintained (13). Modernisation, the need for efficient processes

and greater investment featured in the comments (7), along with a request for a review of the recruitment process and training of the workforce (7). Several felt the strategy could be clearer or had questions (9). Additionally, disagreement and concerns were raised about waste of money (5) or the focus on Net-Zero and carbon reduction (4).

Strategy 4. People Strategy: An engaged and productive workforce

Respondents made suggestions about the wellbeing of staff and believed this should be something that LFRS prioritise (19). Diversity was a key theme, with some respondents stating that the workforce should be representative of the population (15), whilst others felt that diversity is not as important as recruiting those who are capable of doing the job (8). Positive comments focused on agreeing with the proposed actions to deliver the aims of this strategy, including improving employee engagement (11).

Strategy 5. Governance Strategy: Provide Assurance

Some of the open comments were positive, including respondents that felt that the proposed actions had covered the essential areas or the actions were as they expected (6). Other positive comments included support for continuous improvement (5) and engagement of staff and/or communities (4), along with general positive comments of support (4). Some respondents expressed concern about the implementation of the actions proposed for the strategy (4), with other comments indicating concern about a lack of clarity or detail (2).



Alternative proposals

When asked whether there were any alternative actions that should be considered in the CRMP, respondents suggested a number of changes to staffing (11), including a change in recruitment methods, training and the way work was organised. There were some comments relating to how resources were being used and the desire for more funding (8). Other suggestions were made, such as improving specific areas of work (6), the location of stations (4); and for LFRS to consider different groups.

Any other comments

When asked whether they had any other comments for LFRS, respondents provided a mixed response. Many respondents were positive, either praising the work of LFRS (14), or about the consultation strategies and the fact that there was a consultation on the CRMP (7). Others felt they needed more detail (8) or responded negatively about the strategy document (7).

Next Steps

The Consultation results will be presented to the Combined Fire Authority in February 2024 for their consideration and approval. Subject to agreement being received, the CRMP will then be published, and work will begin on delivering the actions.

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