



# Shaping Your Fire Service

CRMP Public Consultation Results 2025



# Consultation Objectives

Following the four week pre-consultation in July 2025, CFB sought the views of the public, staff, businesses and partner agencies on the identified Service Priorities.

The Consultation ran for 12 weeks, with the aim of:



Gaging community perceptions of the areas identified for inclusion in the Community Risk Management Plan



Ensuring transparency and accountability



Complying with legal requirements to consult with stakeholders

# Consultation Approach

During the consultation period, we carried out a number of activities:

- Promoted an online survey through our social media channels and workforce
- Contacted local businesses and partner agencies to promote the consultation
- Encouraged public participation through community outreach, including through Safer Homes Visits and attendance at community events.



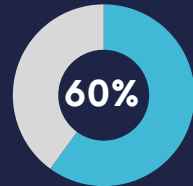
# Survey Responses: Demographics Summary

Total Responses

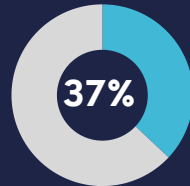
1,944



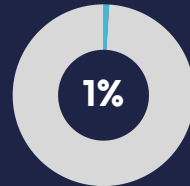
## Gender



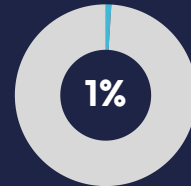
Female



Male

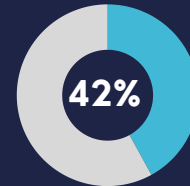


Non-Binary

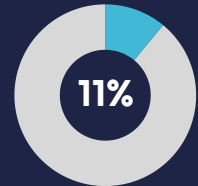


Prefer not to say

## Age

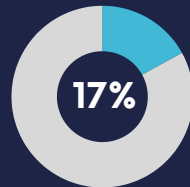


Aged 55 and over

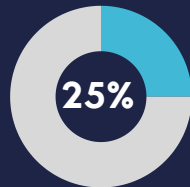


Under age 24

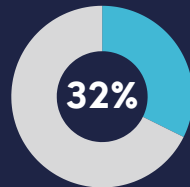
## Location



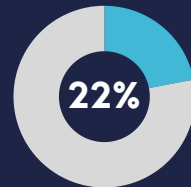
Hartlepool



Middlesbrough

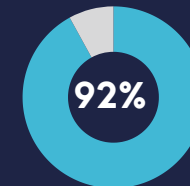


Stockton



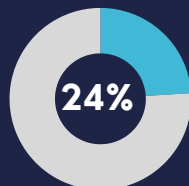
Redcar & Cleveland

## Role

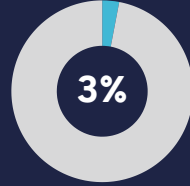


of respondents did not work at Cleveland Fire Brigade (includes public, partners and businesses)

## Disability

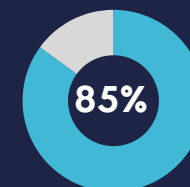


of respondents had a disability



of respondents preferred not to say

## Ethnicity



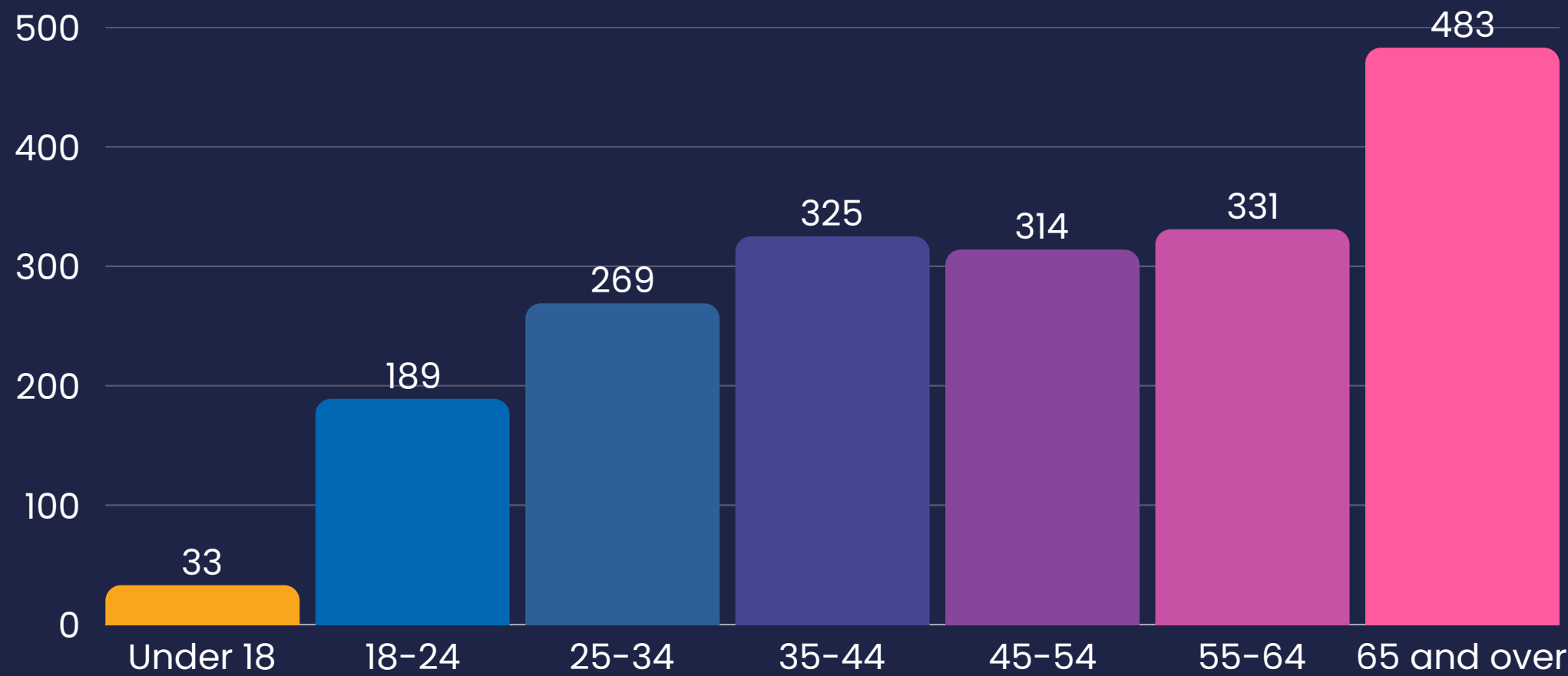
of respondents from White - English/Welsh/Scottish/Northern Irish/British backgrounds



# Survey Responses: Demographics

## Respondent Age

"How old are you?"

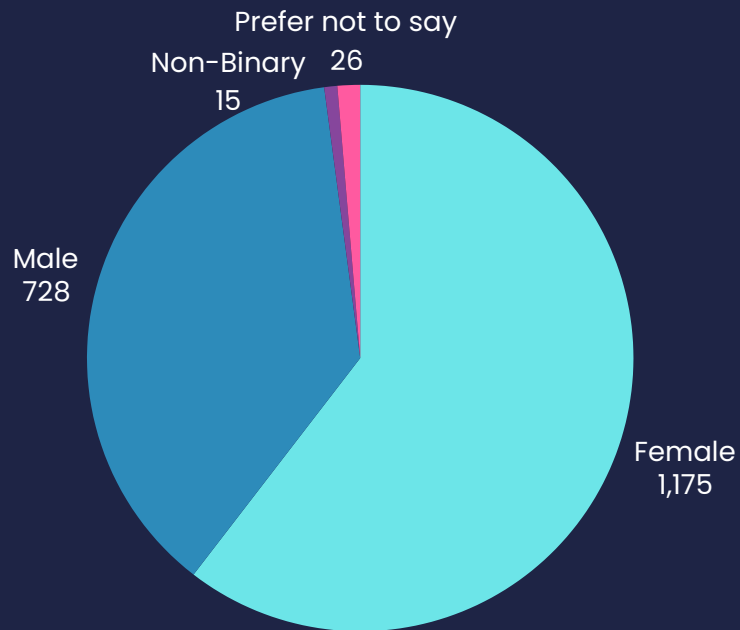




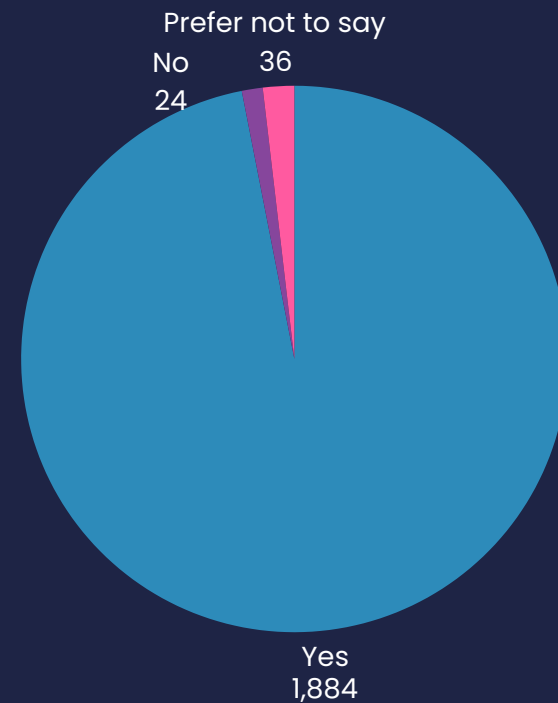
# Survey Responses: Demographics

## Respondent Gender

"How would you describe your gender?"



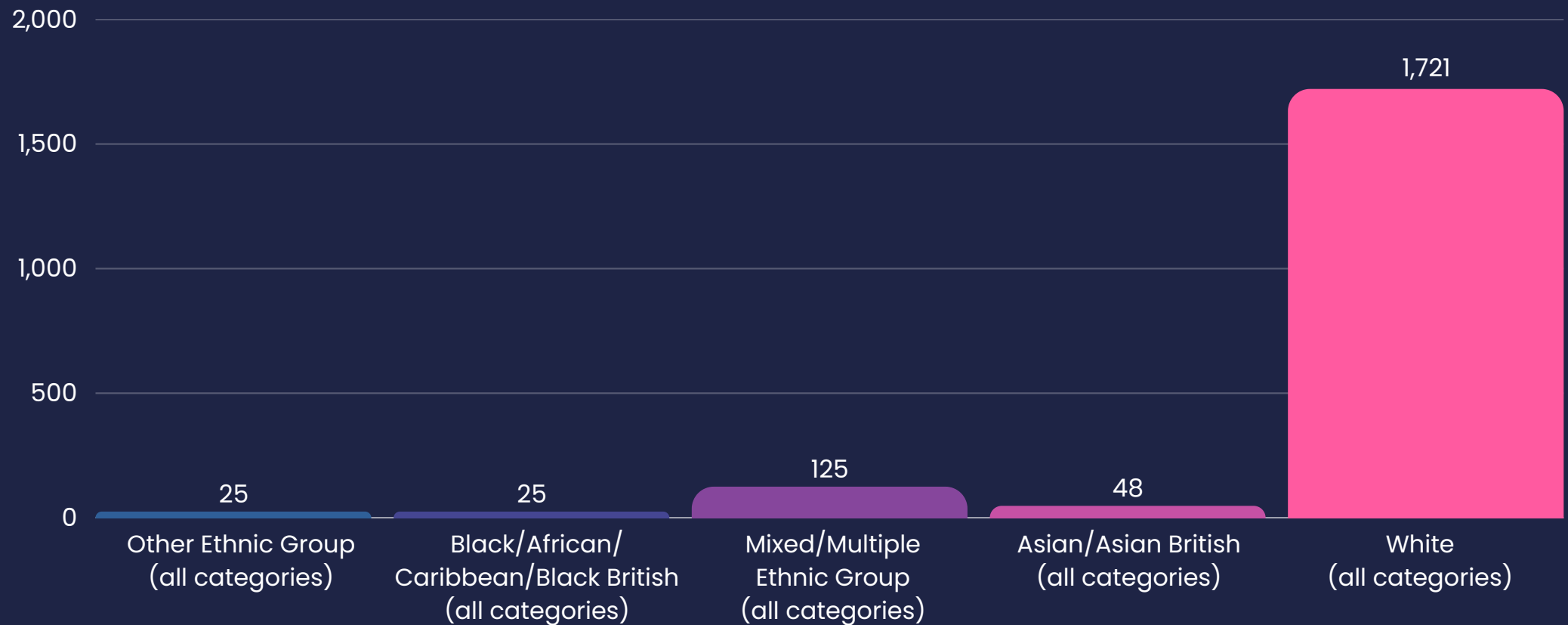
"Is your gender the same as your gender at birth?"



# Survey Responses: Demographics

## Respondent Ethnicity

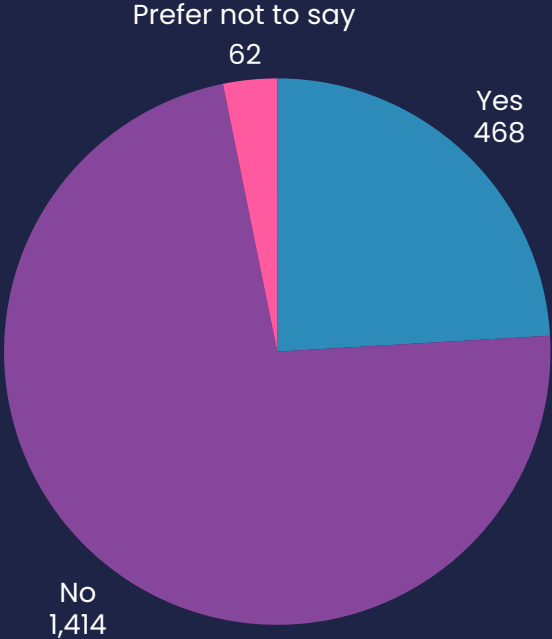
"How would you describe your ethnic origin?"



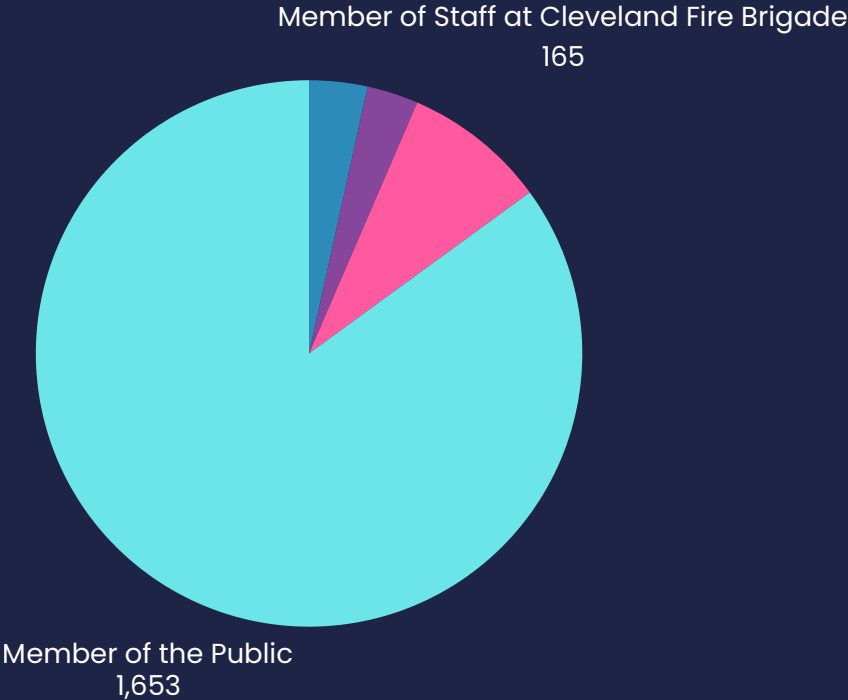
# Survey Responses: Demographics

## Respondent Information

“Do you consider yourself to have a disability (related to physical or mental health condition or illnesses)?”



“Please select the capacity in which you are completing this survey.”

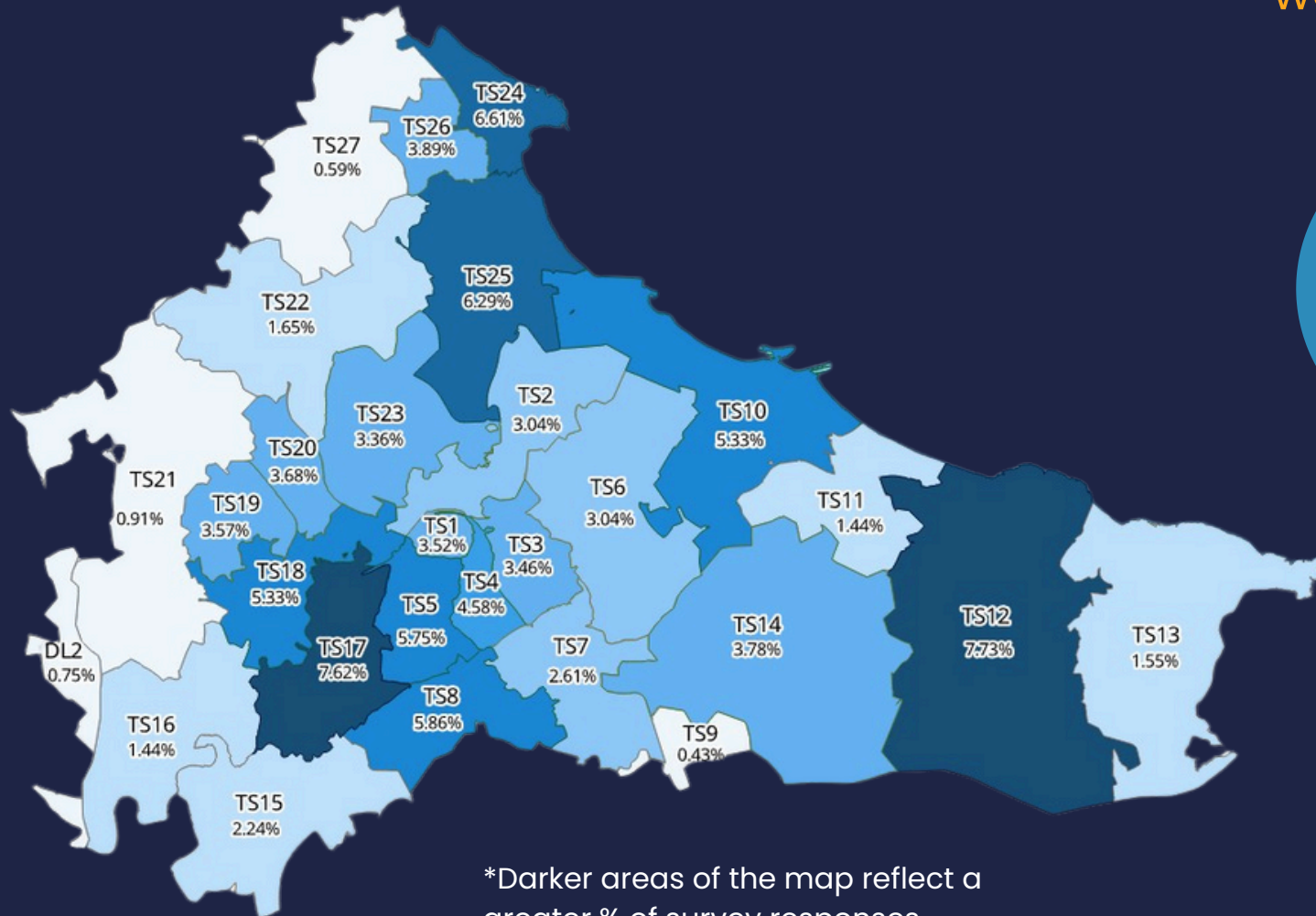


# Survey Responses: Demographics

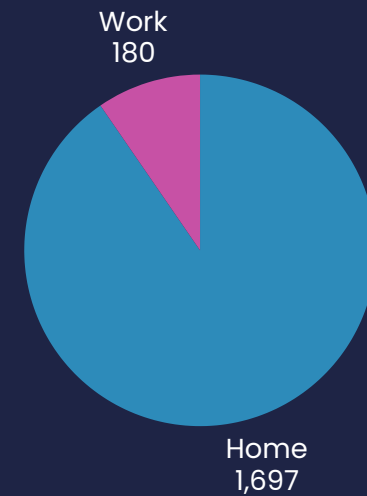
## Respondent Location

"What is the first half of your postcode?"

"Is this your home or work address?"



\*Darker areas of the map reflect a greater % of survey responses



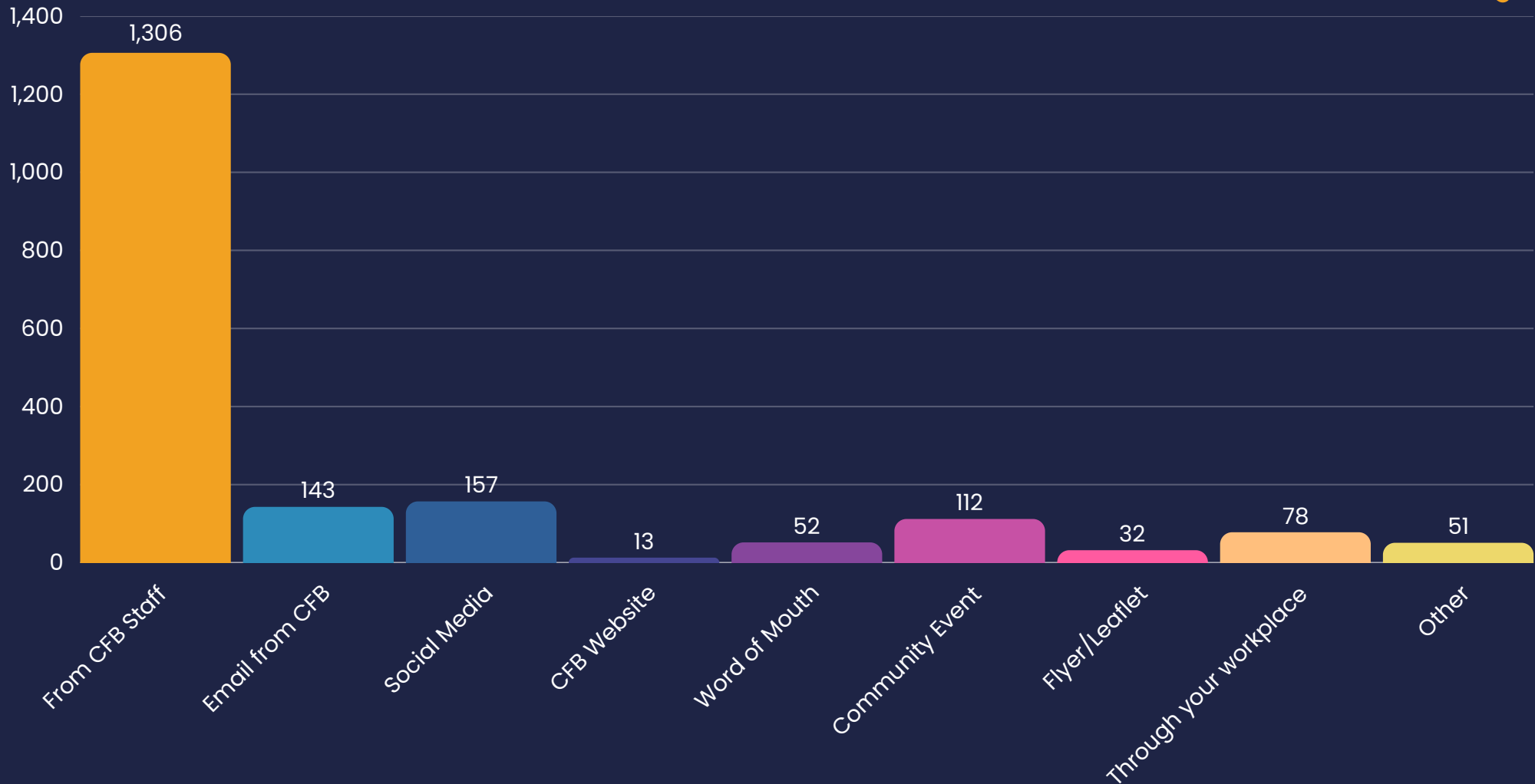


# Survey Responses: Demographics

## Survey Engagement

Total Responses  
**1,944**

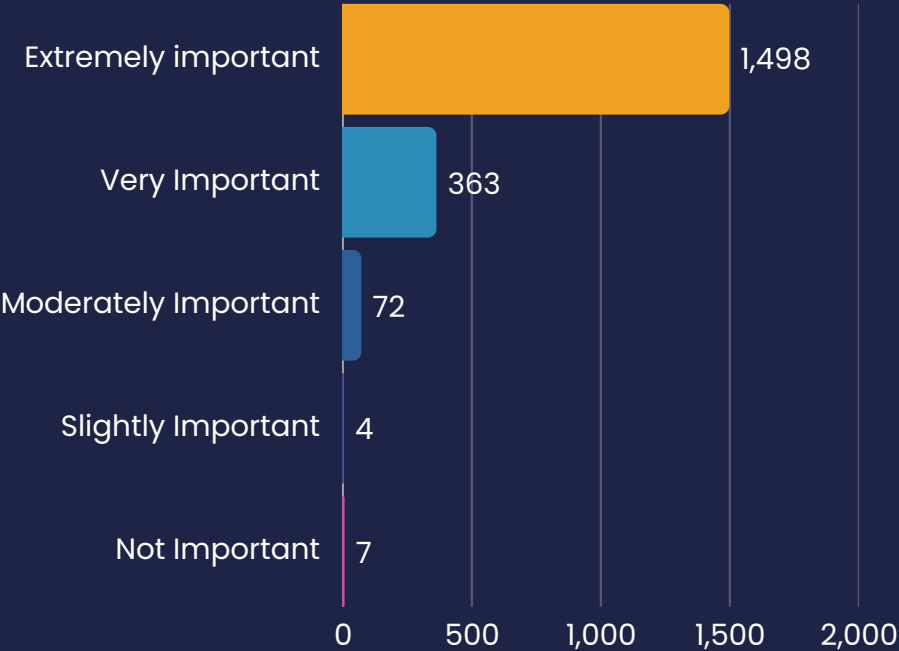
"How did you hear about this survey?"



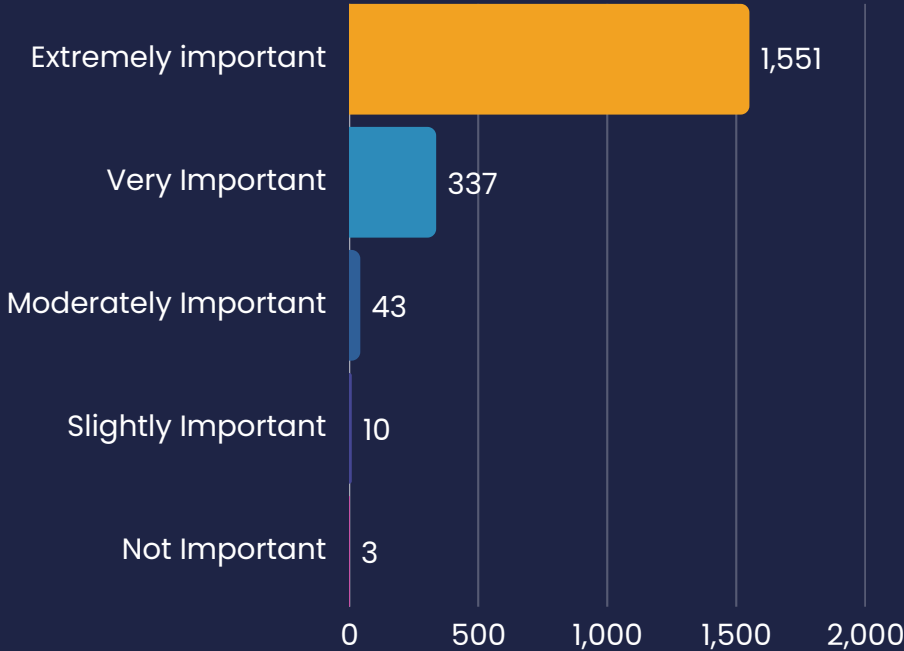
# Survey Responses: Feedback

## Public Perception of Service Priorities

“How important is it to you that our staff are effectively trained and that we prioritise staff wellbeing, whilst creating a fair and inclusive workplace, and building a positive culture where people feel valued and equipped at work?”



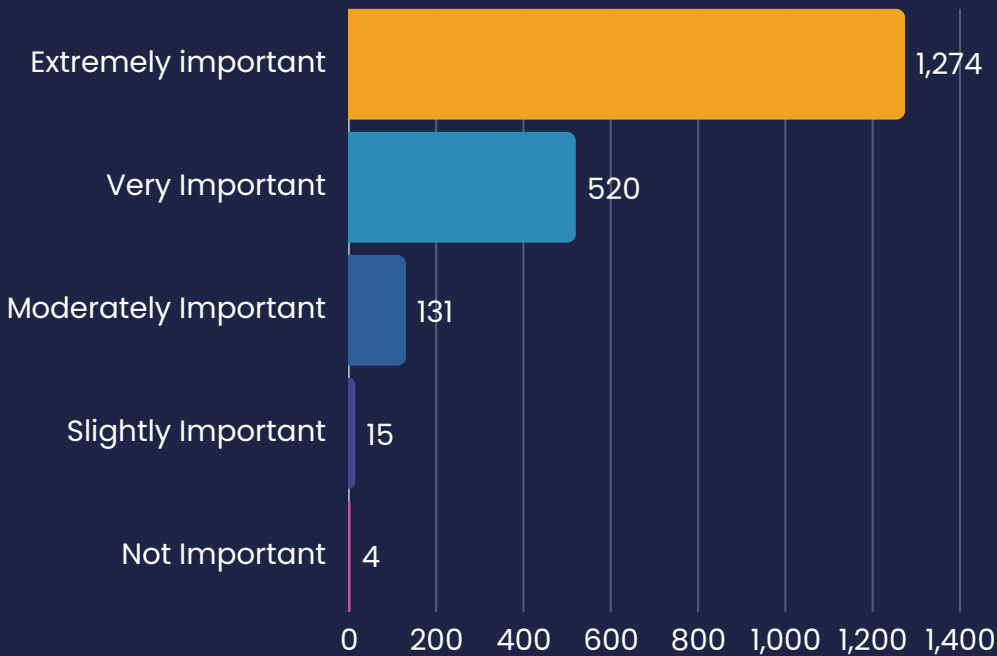
“How important is it that we focus on keeping people safe, especially those who are more vulnerable, by working with others, supporting our staff, preventing accidents, and tackling deliberate fires??”



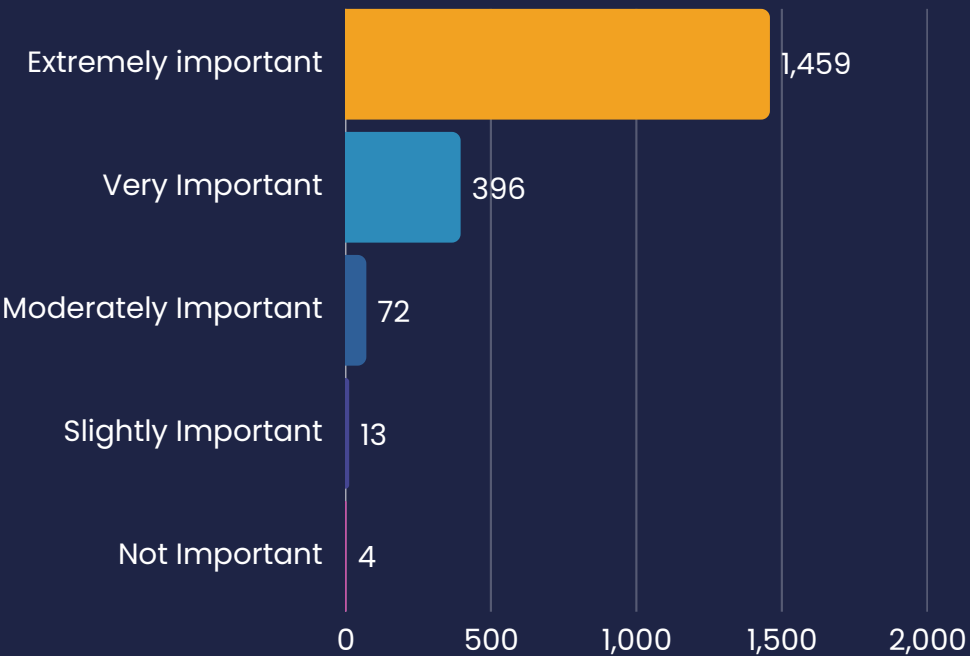
# Survey Responses: Feedback

## Public Perception of Service Priorities

“How important is it that we focus our protection efforts on targeting the highest risk premises, proactively supporting businesses with fire safety guidance and ensuring fire safety is embedded from the earliest stage?”



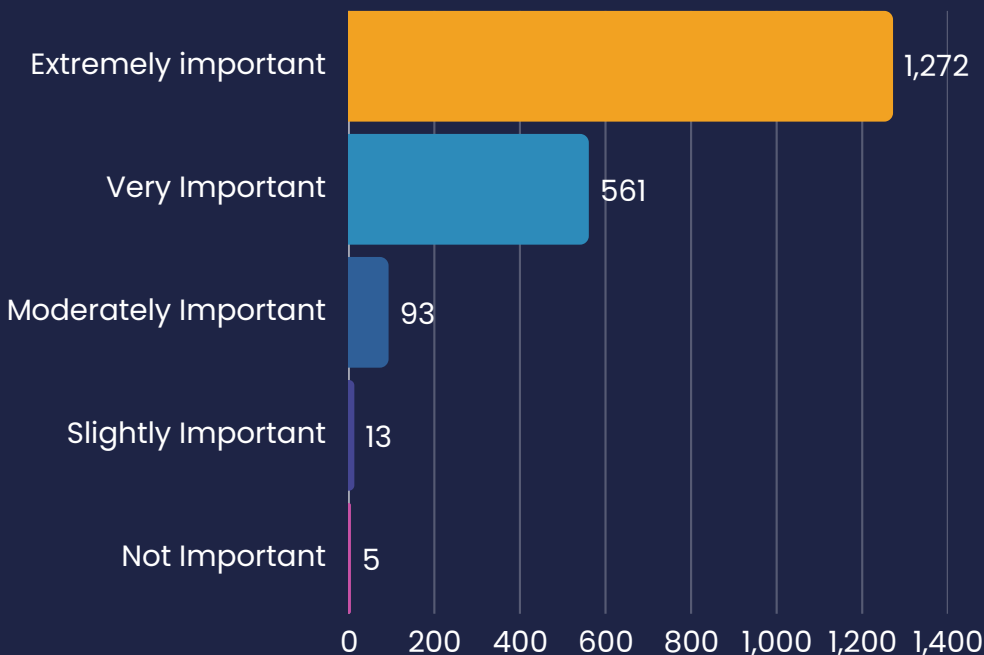
“How important is it that we keep our communities safe, resource to our risks, improve our On-Call firefighter availability, and maintain excellent emergency response standards?”



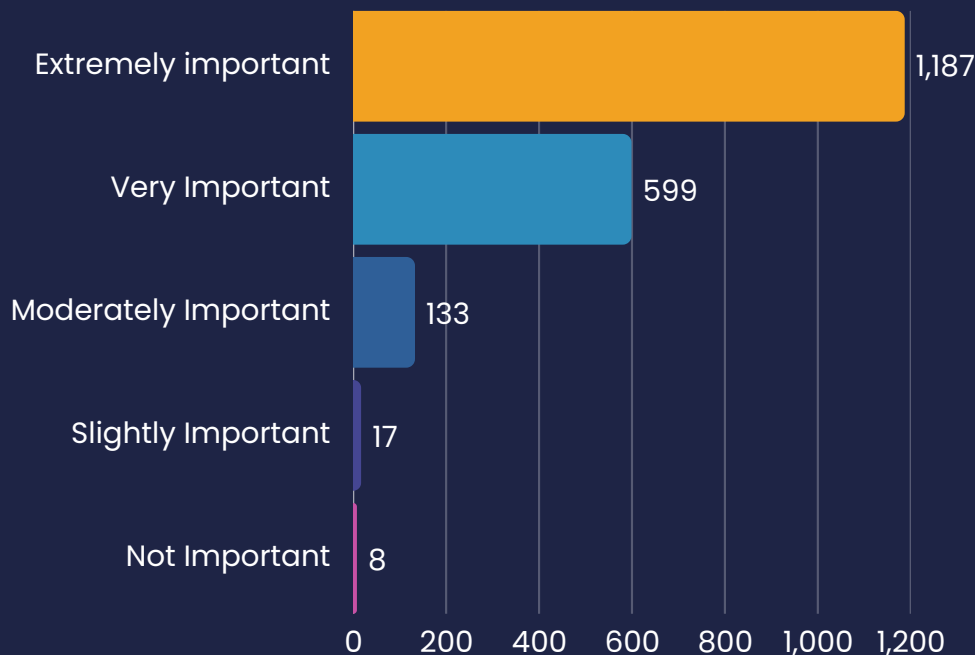
# Survey Responses: Feedback

## Public Perception of Service Priorities

“How important is it that our financial planning remains robust yet flexible to ensure our financial position supports the provision of the right people, skills, assets, and technology, in order to optimise the delivery of an effective, value-for-money fire and rescue service to our communities?”



“How important is it that we have good governance processes, ensure continuous improvement, drive innovation and are transparent in our communication?”



# Survey Responses: Feedback



## Further Comments

Many respondents utilised the 'free text' areas of the survey, which requested reasons for their ratings, any priorities that could be improved and also further further comments they wished to share:

### Overall Comments Summary

Consultation responses indicated that respondents overwhelmingly view every core function of the fire service as important—particularly frontline operations, staff training, community safety, and maintaining high standards. People consistently value the fire service highly and emphasise the need for strong training, adequate funding, and maintaining full-time coverage.

Many responses expressed a strong support for the brigade, praising staff professionalism and community engagement. At the same time, they also identified significant concerns about funding cuts, leadership issues, communication, staffing levels, and the effectiveness of current On-Call arrangements.

There were comments raised regarding transparency surrounding past issues such as CIC, out of court settlements and bullying.

Several respondents also expressed that they felt the survey design limited their ability to give meaningful priorities, forcing everything to be 'extremely important' and therefore indicated it had designed to produce a particular answer.

**Overall Comment Count: 1,308**

# Survey Responses: Feedback

## Common Themes Within Comments Section

### Training & Competence



The comments confirmed a strong consensus that Firefighters must be well trained, with many stating “training comes before everything else.”

Concerns were highlighted about basic training not being fulfilled and training being deprioritised due to other tasks.

There was a repeated emphasis on the need for competent people and high standards to maintain a safe, effective service, which they recognised depends on top-tier training.

### Frontline Services, Response Times & Community Safety



The comments returned a strong emphasis on protecting the public, quick response times, and not cutting frontline appliances. Many see community safety and frontline delivery as the core mission of the Brigade, indicating that the public expects a fast, visible and reliable emergency response.

There was numerous instances of praise for fast response and positive experiences during safety visits.



# Survey Responses: Feedback

## Common Themes Within Comments Section

### Leadership, Governance & Trust



The comments in this area related to what they believe has been 'poor leadership' in the past, and the desire to be more open and transparent about a number of factors including previous issues involving CIC, out of court settlements and bullying.

They also highlighted what they believe to be a lack of transparency in decision making and issues of trust and integrity.

### Funding, Resources & Equipment



Numerous comments highlight insufficient government funding, with a fear of further cuts to services, stations or appliances. Many believe funding directly impacts safety and response times. The service needs more investment, more staff, and better resourcing.

Funding is seen as critical to maintaining service quality.

# Survey Responses: Feedback

## Common Themes Within Comments Section

### Staffing Levels & Workforce Model

There was strong criticism of the current On-Call system, which was seen as being outdated, not providing adequate resilience and causing delays to response times.

Many comments mentioned the requirement for a Wholetime Station in East Cleveland, with ideas as to how this will save money through reductions in overtime and detachments.



There were various comments on the current staffing model concerning wellbeing and morale, summarising that staffing models are strained and there are stresses around retaining and supporting staff.

There were also calls for more Wholetime staff and fewer reductions. Low recruitment and retention, especially On-Call, were also mentioned.

**YOUR SERVICE  
YOUR SAY**

Please complete our short survey

SCAN HERE ↙



and help to shape the future of **your**  
local fire service



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