



**Consultation Feedback Report**  
for the  
**Draft 2022-2026 Community Risk Management  
Plan**

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# 1. Introduction

- 1.1 Our Current Community Risk Management Plan commenced in April 2018 and will come to an end at the end of March 2022. During 2021, as part of our Strategic Planning Cycle; we have undertaken analysis of local and national risks and identified what they mean. Our existing arrangements have been assessed and a 'gap' analysis has identified areas of work to assist the mitigation of risks to both the public and Cleveland Fire Brigade. These areas of work have been compiled into nine areas making up the proposals for us to progress over the period of our next CRMP.
- 1.2 The nine proposals were brought together and detailed in the 'Draft Community Risk Management Plan' covering the period 2022 – 2026 (Draft 2022-2026 CRMP).
- 1.3 In 2018 the Governments Cabinet Office published a revised set of 'Consultation Principles' providing guidance to government departments on conducting consultations. These are attached as appendix A.
- 1.4 A Consultation 'Engagement Plan' was produced and approved at ELT Policy on 27<sup>th</sup> April 2021. This 'Engagement Plan' encompassed the Governments 'Consultation Principles' using the eight stage 'Engagement Model' and our five 'Principles of Engagement' which we have implemented for all staff and community engagement; ensuring that we inform, stay open and connected, keep things simple, involve people, enable and empower them.
- 1.5 The Draft 2022-2026 CRMP is an overarching plan covering Prevention, Protection, Response and Corporate plans that are proposed to manage risk within Cleveland and are designed to maintain and improve the efficiency and effectiveness of Cleveland Fire Brigade and the services that we provided to our local communities.
- 1.6 Consultation on the Draft 2022-2026 CRMP and its 'nine proposals' was open for consultation over a **twelve-week period**: running from the **29<sup>th</sup> October 2021 through to the 21<sup>st</sup> January 2022**.
- 1.7 An inclusive approach was undertaken throughout the consultation period; with our staff, local communities and key stakeholders engaged using a variety of 'online', 'offline' and 'face-to-face' methods. Supporting documentation was produced to accompany the Draft 2022-2026 CRMP, and a survey was designed and made available in digital and paper-based formats for completion.
- 1.8 Throughout the consultation period we reached a total of **160,554** people, of which **11,116** engaged with us, and resulted in the completion of **420** in-depth consultation surveys.
- 1.9 This report summarises the engagement actions undertaken within the Draft 2022-2026 CRMP Consultation 'Engagement Plan', and the main findings from feedback received.
- 1.10 In line with the Governments Consultation Principle 'J' (see appendix A), feedback from the consultation will be published within twelve weeks of the consultation closure; before the 15<sup>th</sup> April 2022.

## 2 Background for consultation

- 2.1 The Local Government Act 1999 placed duties on Fire & Rescue Services to inform, consult and involve the public. It also placed upon us the duty for continuous improvement to deliver better outcomes for local people.
- 2.2 The Localism Act 2011 introduced new rights and powers for communities, giving them the freedom to be better involved in local decision making to influence the future of local areas where they live.
- 2.3 The Transparency Code 2015 increases democratic accountability to make it easier for local people to contribute to the decision-making process and help shape local services.
- 2.4 From April 2005, the Information and Consultation of Employees (ICE) Regulations 2004 gave employees the right to be informed and consulted by their employer. Standard provisions in the legislation state employees should be:
- informed about an organisation's economic situation
  - informed and consulted about employment prospects, and
  - informed and consulted about decisions likely to lead to substantial changes in work organisation or contractual relations.
- 2.5 Section 4.6 of the Fire and Rescue National Framework for England 2018 specifies that each Fire and Rescue Authority is required to produce an Integrated Risk Management Plan and specifies the detailed requirements for each plan. Within these requirements it states that the plan must "reflect effective consultation throughout its development and at all review stages with the **community, its workforce, representative bodies and partners**".

## 3 Purpose

### 3.1 Purpose of Consultation

The sole purpose of this statutory consultation was to seek the views of staff, local communities (public and local businesses), partners and other key stakeholders; on Cleveland Fire Authority's proposals relating to the Draft 2022-2026 CRMP, as per the requirements of section 4.6 of the Fire and Rescue National Framework for England 2018.

### 3.2 Purpose of this report

The purpose of this report is to summarise the engagement actions undertaken and the main findings from consultation feedback received. The results of this consultation will inform CFA decision making on the services that the Authority provides.

## **4 The Consultation Process – Our Engagement Model** (see appendix B)

### **4.1 Stage 1 – Identify what type of information / feedback needed to ensure meaningful end results**

The purpose of the consultation was defined and the type of information / feedback we needed to obtain was determined;

- Purpose; To seek the views of staff, local communities and businesses, partners and other key stakeholders on Cleveland Fire Authority's proposals relating to the Draft 2022-2026 CRMP.
- Type of information / feedback needed; Agreement or disagreement in principle on the separate proposals made.

### **4.2 Stage 2 – Define who the target community(ies), audience(s) and stakeholders are**

The Community Profile of Cleveland and our knowledge on service users, were used to identify key audiences for us to engage. These are provided in appendix C and included;

- **Local Communities;** residents, diverse community groups, hard to reach groups, business communities, partners, Local Authorities, Safer Partnerships, other emergency services, our staff, representative bodies
- **'At-Risk' groups;** elderly, disabled, smokers, drinkers, substance users, people living alone, people living in rented accommodation
- **'Service users';** People, groups and premises that we know are more likely to be involved in an emergency incident and require our assistance
- **Communities or individuals directly impacted by CRMP Proposals;** our staff, local communities

### **4.3 Stage 3 – Analyse the Cleveland Community Profile to identify any geographic locations, common premise types, facilities that will assist with the efficiency and effectiveness of the engagement activities**

Community facilities and partner premises were identified in each Local Authority area ahead of the consultation. Depending on the proposals these were scoped for the provision of public information sessions, roadshows, face the people events, partner consultations, provision of paper-based consultation materials.

### **4.4 Stage 4 – Identify the most appropriate options and most effective methods to 'reach' and communicate with individuals / groups / target audiences**

Staff and community surveys were conducted in 2021 to assist us determining preferred methods of communication. A People Impact Assessment was completed to identify specific considerations and 'Community Engagement Champions' were recruited across the nine protected characteristics under the Equality Act 2010 from members of local communities. Appropriate engagement methods and channels were determined for different groups, age ranges, the digitally connected and anyone not connected. Our accessibility and inclusion tools were checked to ensure readiness for the provision of documentation and the consultation survey in alternative languages and formats.

4.5 **Stage 5 – Design the content of the engagement to meet the information / feedback require, ensuring the five ‘Principles of Engagement’ are appropriately utilised**

A variety of ‘online’, ‘off-line’ and face-to-face’ methods were used to inform people, businesses, partners and key stakeholders that the consultation was taking place, the key proposals, and the ways that they could share their views with us to provide feedback. These included our website, Facebook, Twitter, Linked-in, Printed materials, Local media and advertising, face to face events, Partnership meetings, internal meetings, Communications Forum, all-staff emails, notice boards, email footers, and signposting banners on our FISH intranet. A Consultation Engagement Plan was produced and our Communications team led on providing tools and materials under the campaign slogan of ‘Have Your Say’.



4.6 **Stage 6 – Implement the engagement activity**

Activity commenced in March of 2021 in preparation for the Consultation period. The Consultation was carried out by Cleveland Fire Brigade on behalf of Cleveland Fire Authority from the 29<sup>th</sup> October 2021 and concluded on the 21<sup>st</sup> January 2022. Thereafter a corporate ‘message of thanks’ was published for all respondents and the analysis of feedback was undertaken by our Risk and Performance team.

4.7 **Stage 7 – Feedback on the engagement results to allow those involved to see their inputs have been worthwhile**

Results were transposed into this report along with a ‘Consultation results infographic’ for publication (attached as appendix F) which will be published within the twelve-week period suggested under Principle ‘J’ of the Cabinet Office’s consultation guidance.

4.8 **Stage 8 – Feed into any specific projects, reviews or evaluations that the engagement activity has been designed to inform**

This report was submitted into ELT Performance meeting on 15th February 2022. Results were considered in finalising the 2022-2026 CRMP which along with this report was submitted into Cleveland Fire Authority Executive meeting on 23rd February 2022.

## 5 Nine Proposals consulted upon

### 5.1 Proposal 1

**We want to develop our approach to risk management to reflect good practice and improve the safety, health, wellbeing, and economic prosperity of our communities**

The National Fire Chiefs' Council (NFCC) has taken a leadership role in reviewing how community risk is assessed by fire and rescue services across the UK.

The NFCC works with fire and rescue services to ensure that their risk assessments align to a national definition of risk which allows a consistent risk-based approach to risk management planning. This enables fire and rescue services to focus their resources on activities where they will have the greatest impact on reducing risk and vulnerability within their communities.

The national work aligns with our strategic commitment of identifying, assessing, and classifying local risk which is a core component of our CRMP.

We will play an active role in supporting the national risk work and reflect any good practice into our risk management arrangements.

### 5.2 Proposal 2

**We want to build on our successful approach to helping people stay safe in their homes**

Safer Homes visits have been our longstanding approach to keeping people safe in their homes through the provision of advice, and, if necessary, home safety equipment.

Our last CIRMP saw the development of these visits in that we adopted a more 'person centred' approach which evolved into the 'Safer Homes Visits' that we now undertake.

Our staff use digital technology including to receive up to date information to help them identify and assess the wider needs of an individual including any safeguarding issues and 'Making Every Contact Count'.

There is a proven association between the quantity of these visits and the reduction in the fires in the homes and for many years we have been the top performing fire and rescue service in this respect carrying out three times more visits per 1,000 of the population than any other fire and rescue service.

Over the next four years we will deliver a programme of Safer Homes visits, which will be targeted at the most vulnerable people in our communities. Each year, we will aim to deliver:

- 12,500 safer homes visits carried out by operational crews
- 5,000 safer homes visits carried out by specialist teams
- 2,500 safer homes visits generated by partners

### 5.3 **Proposal 3**

#### **We want to tackle arson and deliberate fire setting**

Deliberate fire setting is a chronic and, at times, acute problem in Teesside with the levels in our area being the highest in the country - our rate of deliberate fires per 100,000 population is 538% higher than the national rate. Whilst great inroads have been made to reduce these numbers, the levels remain unacceptable. This is firmly on our agenda. At a national level we are the NFCC lead for arson and a member of the Home Office National Anti-Social Behaviour Strategic Board. At a local level we work with our Local Authority Safer Partnerships and Cleveland Police to reduce the incidence of arson through engagement with young people, fire investigation and where necessary prosecution.

In 2020 we launched a joint commitment to reducing arson across Teesside; this is being delivered through our Arson Reduction Strategy 2020-24. Implementing our arson reduction strategy with our Local Authority Partners through the adoption of Partnership agreements and locally developed and co-ordinated multi-agency plans will be a priority over the next few years.

Our strategy will give focus to our enhanced role in fire investigation, the expansion of our existing fire setter intervention service to include adults and the use of academic research, to understand the science behind why the North-East experiences significant higher levels of arson than other parts of the country.

### 5.4 **Proposal 4**

#### **We want to ensure our prevention activities remain efficient, effective and deliver value for money**

We are focussed on improving our approach to evaluation. The implementation of our new Evaluation Framework will help us to ensure that our prevention activities are efficient and effective.

The traditional image of fire and rescue, is of firefighters putting out fires and attending road traffic incidents, but the work we do goes much wider than this, and a large part of our role is to support local communities to keep safe. To strengthen this work, we will establish a Community Volunteer Scheme to support our teams with their everyday duties which may include, for example, providing home safety advice, giving presentations to community groups, or promoting fire and road safety.

The COVID pandemic required us to provide our prevention services in a different way, using technology. We increased the use of our website and social media and implemented an online Safer Homes check. Schools, community groups and partners were able to maintain access to our education packages remotely on request. Further implementation of innovative and digital solutions will improve the efficiency and effectiveness of our prevention services.

Engagement is key to keeping people safe. We have many ways in which we do this e.g., through our safety campaigns; our station open days; home visits; and schools and road safety education programmes. Our network of Engagement Champions is growing and is open to anyone who wants to be involved in our work. In line with good practice, we will continue to improve community engagement to better understand our communities and their needs.



## 5.5 **Proposal 5**

### **We want to continue our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005**

The Fire Safety Order 2005 places a duty on any person who has some level of control in premises, such as offices, factories, shops, and public buildings to take reasonable steps to reduce the risk from fire and make sure people can safely escape if there is a fire. The order places a duty on fire authorities to enforce all fire safety legislation in non-domestic premises and target their inspections at those premises that present the highest risk. They are required to investigate complaints about fire safety, carry out investigations after fires where poor fire-safety management is discovered and carry out targeted inspections when required. Our long-standing protection strategy is to support businesses to enable them to be legally compliant with the Fire Safety Order and for us to use enforcement action when necessary - we intend to continue with this approach over next four years.

We reviewed our Risk Based Inspection Programme, in 2020 against national guidance to ensure that we better target our inspection activity to higher risk premises. This will be embedded and evaluated over the lifetime of this plan.

The Competency Framework for Fire Safety Regulators outlines the training and qualifications required by our staff to audit buildings and fulfil our statutory enforcement duties. Following initial training Regulators are required to maintain their skills through on-going professional development. The continued training and development of our staff in line with the National Competency Framework will be a focus of our work moving forward.

## 5.6 **Proposal 6**

### **We want to be better prepared to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation**

Fires in tall residential buildings, although not a common occurrence, do present challenges to the fire service. These challenges can be exacerbated in buildings which have issues relating to the fire safety provisions provided.

We have twenty-one tall residential buildings predominantly across Middlesbrough, Stockton, Thornaby and Billingham. Since the introduction of the current fire safety legislation these buildings have formed part of our risk-based inspection programme.

Our focus will be to implement the learning from major national events such as Grenfell and The Cube, to ensure that our emergency response capabilities remain effective.

## 5.7 **Proposal 7**

### **We want to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders**

We plan and prepare to make sure our emergency response services are delivered efficiently and effectively. Our firefighters train and exercise against all foreseeable risk including high rise incidents, terrorist attacks, marine response, emergency medical response, flooding and wildfire incidents.

We share borders with County Durham and Darlington and North Yorkshire Fire and Rescue Services and on occasions we rely on these services to assist us in dealing with an incident in our area.

Equally they sometimes ask for our assistance in dealing with an incident in their area. To ensure that we develop our interoperability between these services we will continue to share our risk information, contribute to regional working groups, undertake joint and regional training exercises; and have formal agreements in place for Mutual Aid and Reinforcement Schemes.

The gathering of operational risk information and intelligence and the correct application is a key component of our safe systems of work to support the safe management of the hazards and risks associated with identified premises. This is crucial to the safety of our operational firefighters.

We will continue to gather and update accurate, relevant, and timely information on specific premises and sites and produce Site Specific Risk Information, Emergency Response Plans and Site-Specific Premise Plans to assist in the management of any hazards and/or risks.

## 5.8 **Proposal 8**

### **We want to develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands**

Our Emergency Call handling service is delivered 24 hours a day, 365 days per year from our fire control room at Hartlepool. In collaboration with County Durham and Darlington Fire and Rescue Service we have recently commissioned an independent review of strategic collaborative options for Fire Control call handling and mobilising going forward. Over the next year we will use the outcomes of the Independent Review to inform the nature of our future provision of Fire Call handling and mobilising services.

Our operational crews have a wide range of duties and responsibilities, which are assessed in our annual analysis of capacity and productivity. We take a detailed view of the capacity at each station, which is based on prevention, protection, and emergency response requirements; and the need for crews to maintain operational competence, fitness standards and ensure that equipment is always maintained and ready for use.

Our capacity and productivity analysis results in achievable targets for prevention and protection work and ensures that crews have sufficient time to maintain operational skills across a wide range of specialist equipment. The development of our digital monitoring system will give us a better understanding of our operational capacity and productivity.

Currently our Whole-time and On-Call firefighters are based at their 'home' fire stations and respond to incidents in that area. When risk or demand dictates, we want to flexibly re-position our firefighters to proactively meet these changing circumstances. By this we mean re-locate them to other fire stations to support fire engine availability and community safety work.

We want to use our On-Call firefighters more effectively by developing a range of options for improvement. This may widen the 'pool' of On-Call firefighters who would be available for use as they would not have to live or work as close to their fire station.

We believe this flexible approach, particularly the approach to on-call firefighters, will assist in the recruitment and retention of more diverse people from within our communities.

In 2021 we carried out an independent review of our emergency response deployment and internal review of our On-Call duty system to ensure we continue to remain efficient and effective. The outcomes of both reviews will be used to develop options for improving our emergency response cover to meet current and future demands.

## 5.9 **Proposal 9**

### **We want to be 'Better Together' - Working in Partnership**

The Policing and Crime Act 2017 created a statutory duty for emergency services to consider collaborations in the interests of efficiency or effectiveness.

For many years we have recognised that our success at addressing local problems and improving community safety are best achieved by working together with other agencies and there are many long-standing examples in our prevention, protection, and emergency response work where this is the case. A framework for this joint and integrated working exists in Teesside. Community Safety Partnerships bring together different public services to address local problems collectively. Place based teams exist across our area, tackling local problems together, sometimes in an integrated way, where officers from different organisations serve as a single purpose team, with the same priorities, aims and outcomes. Our Community Hub at Hartlepool is a good example of this.

Wider collaboration also exists with other Fire and Rescue services. For example, we have long standing working arrangements in place with the North-East Fire and Rescue Services to deliver solutions at a strategic and tactical level. These are overseen through a Strategic Collaboration Board.

Over the next four years it is our intention to continue to pursue collaborative opportunities with other organisations to further improve outcomes and value for money for the people within our communities. We will also finalise the implementation of our new governance framework to ensure partnerships are managed and reviewed to evidence that community and service outcomes are 'Better by Working Together'.

## 6 Engagement Schedule

6.1 A sufficiently extensive schedule of engagement activities was devised to enable any member of staff, member of the public, local business, partner, and other key stakeholder who may have had a legitimate interest in the Authority's proposals or may have been affected by those proposals, to express their views. The detailed 'Engagement Schedule' is attached as appendix D.

6.2 Table 1; Summary of activities undertaken;

Engagement Method	D = Desirable P = Potential	Formal consultations
<b>Informing</b>		
Media releases	D	Media releases issued and promoted Adverts taken in Zetland FM magazine, Hartlepool Mail, Evening Gazette
Briefings	P	All staff emails and Comms Forum ELT Engagement Visits discussion item Agenda items on TSAB, TVA&EDB, H&WBB, LRF Strategic Board, Face-the-People
Advertising	P	Posters and postcards devised and circulated internally and in public buildings Digital banner installed on external website and in internal FISH Fire Magazine articles Social media adverts devised and utilised throughout consultation period Email footer advert installed
Reporting	D	CRMP Consultation Engagement Plan CRMP Consultation Feedback Report Feedback results infographic
Website	D	Continually promoted throughout consultation period
Social Media	D	Adverts featured on all social media channels
Direct correspondence	P	Took place with MPs, Community Engagement champions, CFA members, LA CEOs/MD/leaders, LA Directors of service, Safer Partnership Chairs, P&CC, Chief Constable, TVCA and local Mayors. Paper consultations devised, made available in public buildings, issued to volunteers and used at events and when delivering activities. Consultation promoted at end of Safer Homes Visit and promotion postcards left with residents. Email promotion with Local Business Groups, Housing reps, and main industries.

		Consultation postcards left with RPs following FS Audits.
Formal Committee	D	Fire Authority meeting
Presentations (e.g. visits)	D	Delivered to CFA, staff, Safer Partnerships, and at key partner meetings
<b>Consulting</b>		
Engagement Champions (community consultation volunteers)	D	Contacted, documents and survey link sent
Face to face	D	Presentations delivered from line managers
CFO / CEO meetings	D	Promoted in meetings over the consultation period
Postal/Phone surveys	P	Postal surveys sent to non-digitally connected Befriending service clients and made available to anyone else on request
Digital survey	D	Survey Monkey utilised
Formal Committee	D	Presented with documents at CFA
<b>Involving &amp; Collaborating</b>		
Focus / User Groups	D	CFO delivered to Senior Managers as part of launch
Events / Roadshows	D	Variety of community events attended, face-to-face engagement undertaken, external company event attendance
Public meetings	D	Face-the-People meeting
Collaboration Group	P	Presentations and documents provided at LRF Strategic Board meeting
Strategic Partnerships	D	Key Contacts emailed and presentations and signposting delivered as agenda item
Local Safer Partnerships	D	Key Contacts emailed and presentations and signposting delivered as agenda item
Workshops / conferences	P	Community consultation workshop conducted in each local authority area
<b>Empowerment</b>		
Provision of self-help tools	P	Survey Monkey used as digital tool
Partnerships	D	Emails, letters, direct contact, presentations, documentation and Survey Monkey used
Fire Authority	D	Presented by CFO

## 7 Results

### 7.1 Reach and Engagement

Reaching more people through our activities demonstrates improvements made in our consultation planning and methods used. This is important to us as it demonstrates enhancements in inclusion; the greater the reach the more effective we can be. Activities delivered in the Engagement Schedule (section 6) resulted in the awareness of this consultation reaching **160,554** people.

Engagement is all about capturing the audience's attention to get them to act: liking, commenting, sharing, responding and ultimately in this case completing the consultation survey. A total of **11,116** people engaged with us during the consultation period.

The following table shows the results from previous CRMP consultations and indicates the continual improvement made in increasing our reach and engagement.

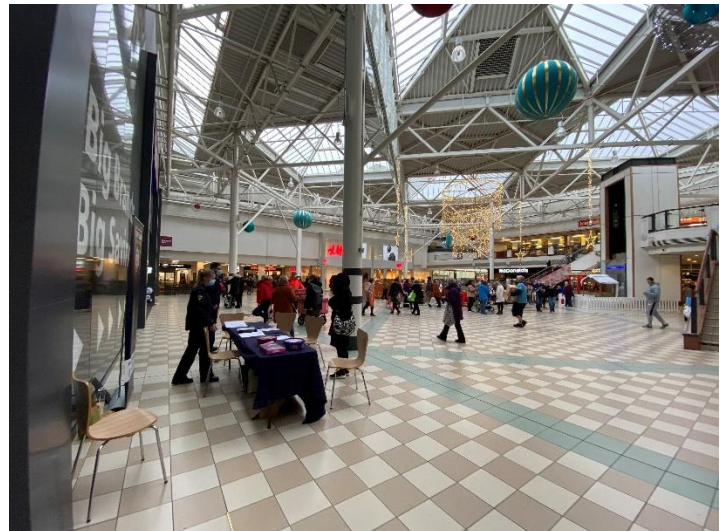
Table 2: Comparing consultations

CRMP consultation	Consultation period	Duration (weeks)	Reach	Engagement	Surveys received
2014-18	6.1.14 to 16.2.14	6	47,000	1,598	81
2018-22	11.12.17 to 2.2.18	8	37,000	1,900	110
2022-26	29.10.21 to 21.1.22	12	160,554	11,278	420

### 7.2 Survey Completion

Our survey was comprehensive and required pre-reading of documentation to complete. A total of 420 full survey submissions were received over the twelve-week consultation period, derived from;

- 250 received from four face-to-face community engagement events (one in each local Authority area) involving Prevention staff alongside an external survey company commissioned to maximise responses, and
- 170 received directly through Survey Monkey as a result of people acting on the various correspondences issued, advertising, promotions, website and email banners, meetings attended, and presentations delivered.



### 7.3 Summary of responses by Proposal

**Proposal 1: We want to develop our approach to risk management to reflect good practice and improve the safety, health, wellbeing, and economic prosperity of our communities**  
**354 people (85% of respondents) agreed with this proposal**

**Proposal 2: We want to build on our successful approach to helping people stay safe in their homes**  
**384 people (91% of respondents) agreed with this proposal**

**Proposal 3: We want to tackle arson and deliberate fire setting**  
**387 people (92% of respondents) agreed with this proposal**

**Proposal 4: We want to ensure our prevention activities remain efficient, effective and deliver value for money**  
**359 people (85% of respondents) agreed with this proposal**

**Proposal 5: We want to continue our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005**  
**368 people (88% of respondents) agreed with this proposal**

**Proposal 6: We want to be better prepared to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation**  
**379 people (90% of respondents) agreed with this proposal**

**Proposal 7: We want to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders**  
**372 people (89% of respondents) agreed with this proposal**

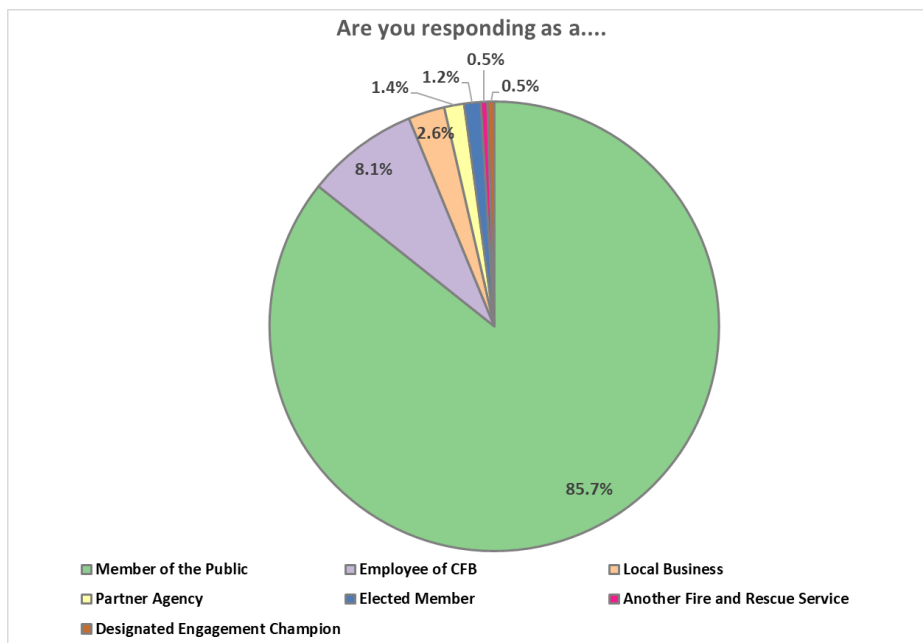
**Proposal 8: We want to develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands**  
**353 people (86% of respondents) agreed with this proposal**

**Proposal 9: We want to be 'Better Together' - Working in Partnership**  
**350 people (84% of respondents) agreed with this proposal**

## 7.4 Respondent Profile

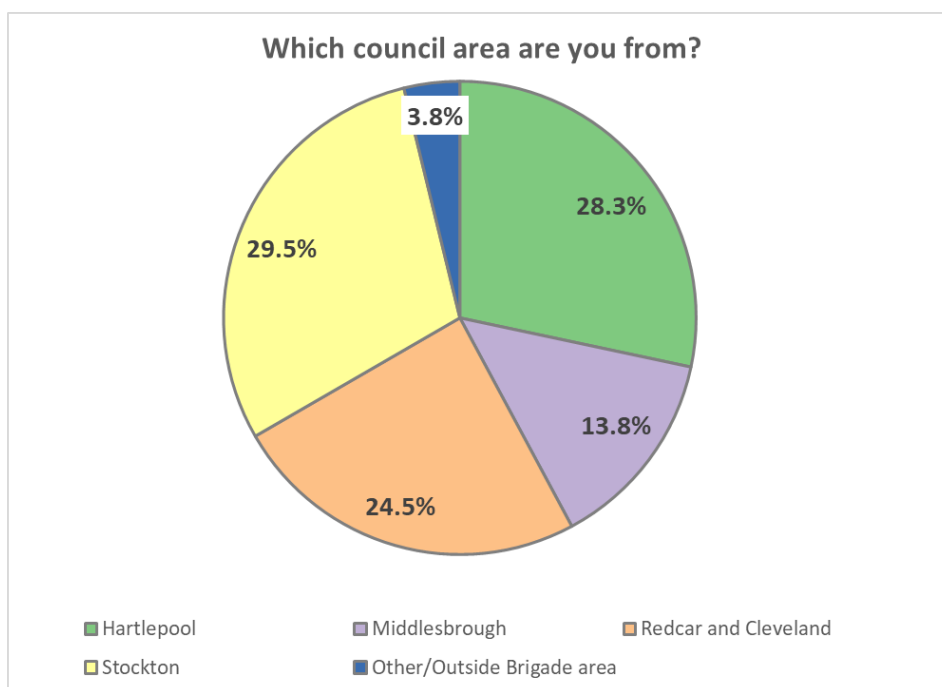
The responses were received from a wide variety of groups including the public, employees of CFB, Elected Members and local businesses.

The following chart details the number of responses from each of these groups.



The replies were mainly from members of the public (85.7%) followed by Brigade employees (8.1%).

The following chart provides details of the geographical location of the responders to the survey



Responses were received from all 4 districts and external to the Brigade. The split between our local districts were Stockton (30%), Hartlepool (28%), Redcar & Cleveland (25%), Middlesbrough (14%) with the remainder (3%) being people or organisations outside of the Cleveland area.



From these 420 responses 241 (57%) responses provided details (all or part) of their EDI characteristics. Key Headline figures of respondents include:

## Gender

From the responses the following gender details were provided:

- 93 of responses were from males, within these responses 4 individuals classed themselves as gender specific (Male) and non-binary
- 135 of the responses were from females, within these responses 1 individual themselves as gender specific (Female) and non-binary
- 10 of the responses were from individuals who classed themselves as non-binary, 5 of which also provided details of a specific gender.

The responses received indicates that they do not reflect the gender profile of the Brigade area.

## Age Profile

The Engagement Plan aimed to achieve a representative response against the profile of Cleveland. The following table provides a breakdown of the age profile of respondents with the equivalent proportion of population of CFB area:

Table 3: Age profile of respondents

Age Band	CRM Responses	CFB Area
Under 16	0% (0)	19.7%
16-24	10% (23)	10.2%
25-35	17% (39)	14.6%
36-45	19% (44)	11.2%
46-55	13% (29)	13.5%
56-64	19% (44)	11.8%
65+	23% (53)	19.1%

## Ethnicity

5% (11) of responses were from individuals from the Black Asian and Minority Ethnic Groups. Within CFB area 5.5% of the population are from the BME community.

## Disability

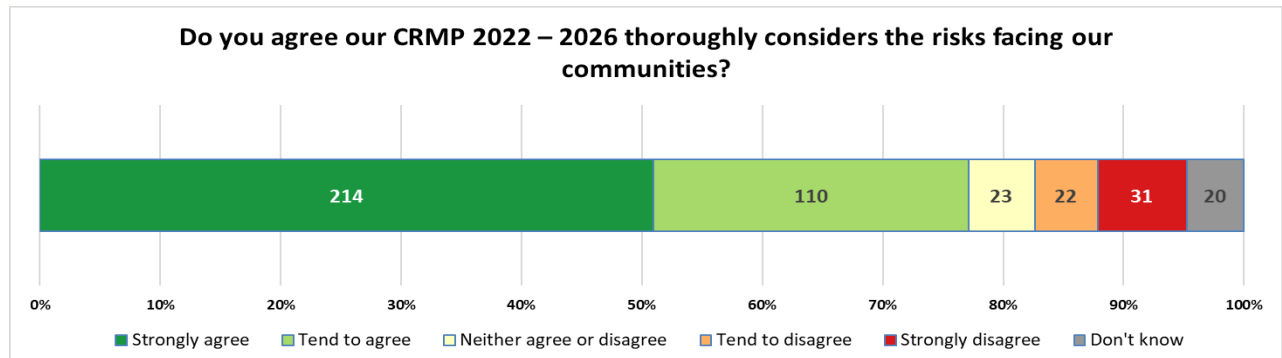
24% (23) of responses indicated that they were living with a disability. Within the Brigade area this equates to 21.1% having day to day activities limited and 10.6% of population of these are limited significantly.

Full details of the EDI data received as part of the CRMP consultation returns are detailed at appendix E.

## 7.5 Key findings from responses

In total, 420 responses were received to the consultation. The following section provides an overview analysis of the responses received for each of the questions.

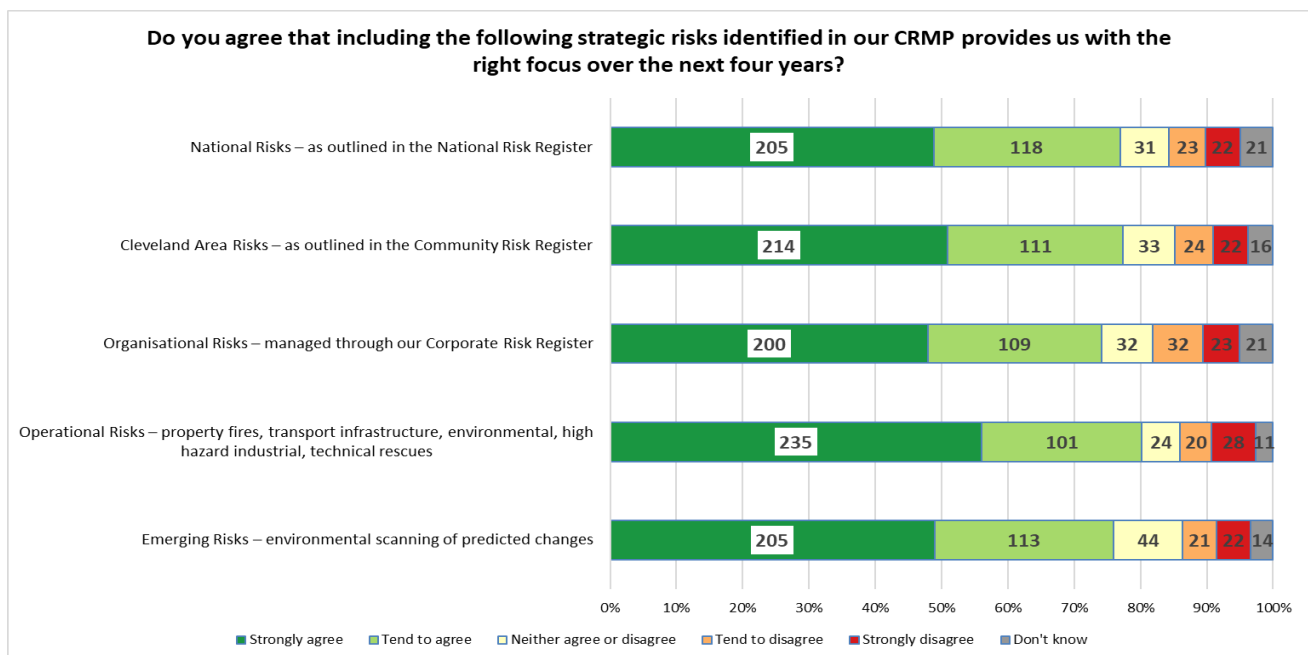
### Question 1: Do you agree our CRMP 2022 – 2026 thoroughly considers the risks facing our communities?



51% (214) strongly agreed and 26% (110) Tended to agree that our CRMP 2022 – 2026 thoroughly considers the risks facing our communities

13% (53) Strongly Disagreed or Tended to Disagree that the document thoroughly considers the risks facing our communities

### Question 2: Do you agree that including the following strategic risks identified in our CRMP provides us with the right focus over the next four years?



Key Findings indicate that the following responses Strongly Agreed or Tended to Agree that the CRMP provided the right focus over the next 4 years on the following categories of risk;

- 323 (77%) on National Risks – as outlined in the National Risk Register;
- 325 (77%) on Cleveland Area Risks – as outlined in the Community Risk Register;
- 309 (74%) on Organisational Risks – managed through our Corporate Risk Register;
- 336 (80%) on the Operational Risks – property fires, transport infrastructure, environmental, high hazard industrial, technical rescues;
- 318 (76%) on the Emerging Risks – environmental scanning of predicted changes.

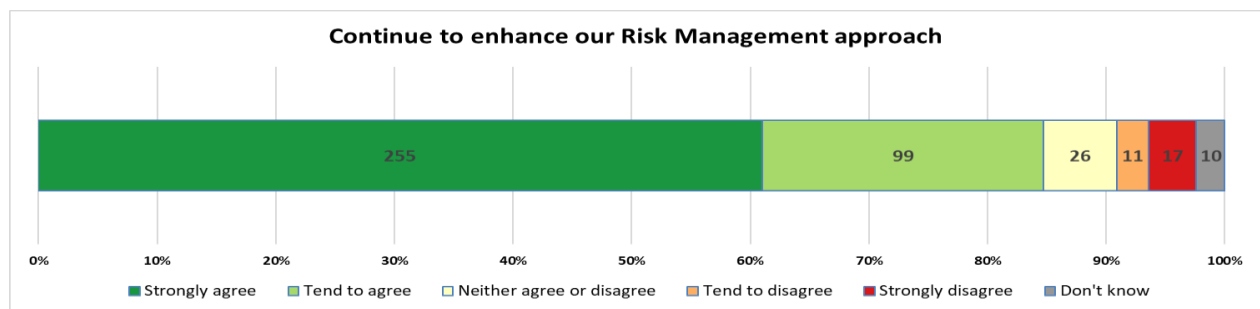
**Question 3 Does our CRMP thoroughly consider the prevention, protection and emergency response activities that the Brigade can put in place to reduce those risks?**

- **Prevention:** 334 (80%) strongly Agreed / Tended to agree and 40 (10%) strongly disagreed / tended to disagree that the CRMP thoroughly considers the prevention activities of the Brigade
- **Protection:** 337(80%) strongly Agreed / Tended to agree and 39 (9%) strongly disagreed / tended to disagree that the CRMP thoroughly consider the protection activities of the Brigade
- **Emergency Response:** 339 (81%) strongly Agreed/Tended to agree and 50 (12%) strongly disagreed / tended to disagree that the CRMP thoroughly consider the emergency response activities of the Brigade

**Question 4: Given the risks identified in the CRMP, do you agree that the Brigade should adopt the following future proposals?**

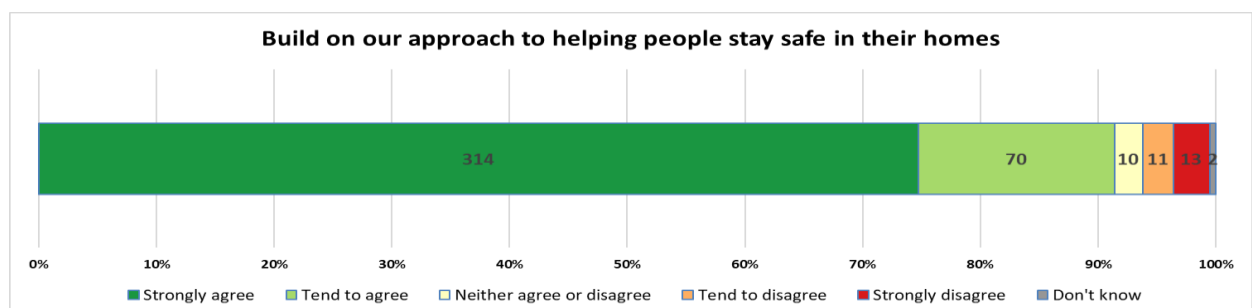
For each of the specific proposals within the CRMP the following outcomes have been received

**Proposal 1: Continue to enhance our Risk Management approach**



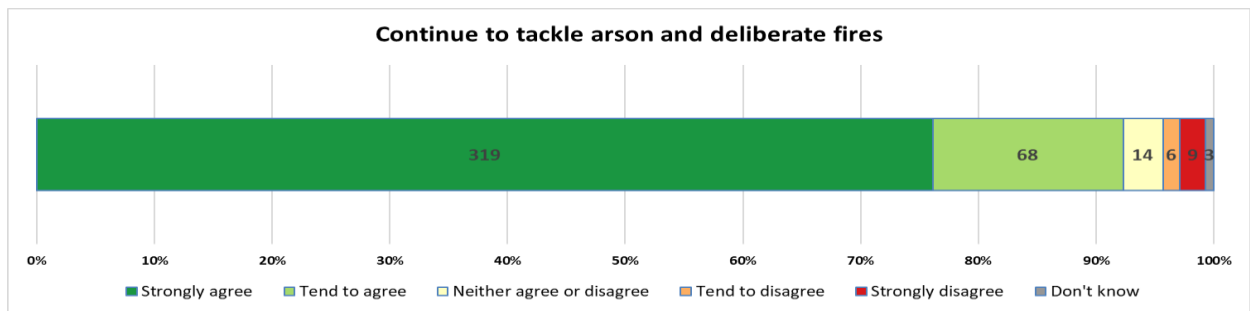
- 354 (85%) agreed on continuing to enhance our Risk Management approach
- 28 (7%) disagreed on continuing to enhance our Risk Management approach

**Proposal 2: Build on our approach to helping people stay safe in their homes**



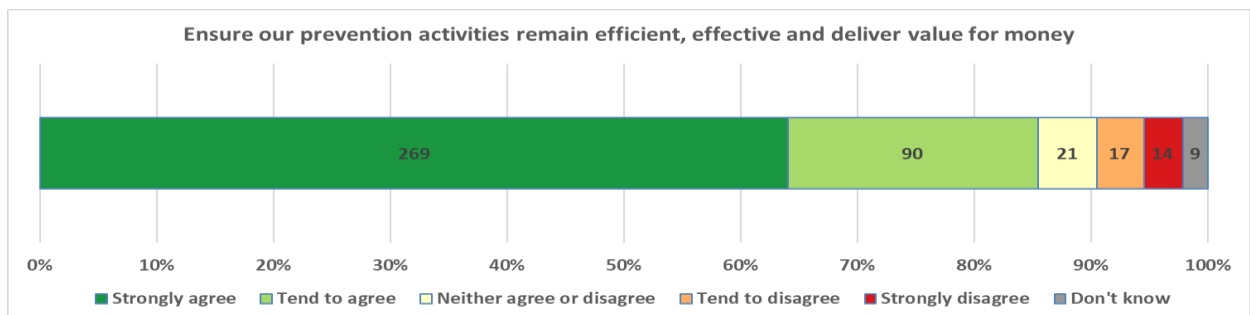
- 384 (91%) agreed on our approach to helping people stay safe in their homes
- 24 (6%) disagreed on our approach to helping people stay safe in their homes

### Proposal 3: Continue to tackle arson and deliberate fires



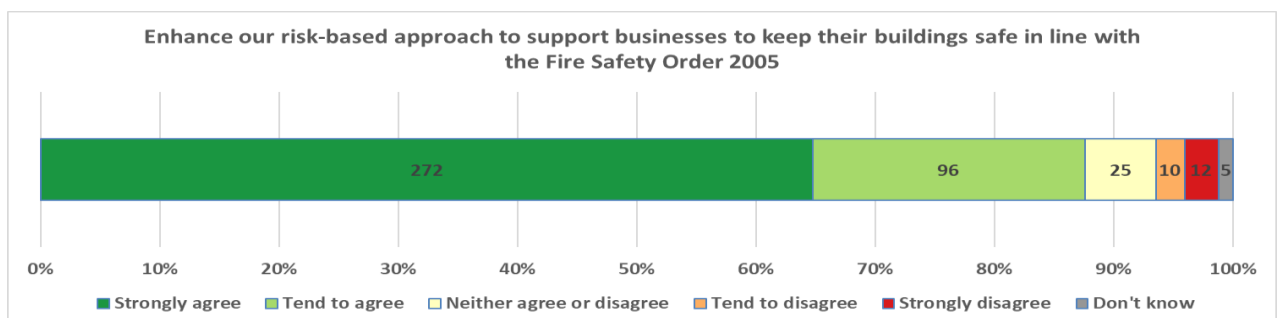
- 387 (92%) agreed on continuing to tackle arson and deliberate fires
- 15 (4%) disagreed on continuing to tackle arson and deliberate fires

### Proposal 4: Ensure our prevention activities remain efficient, effective and deliver value for money



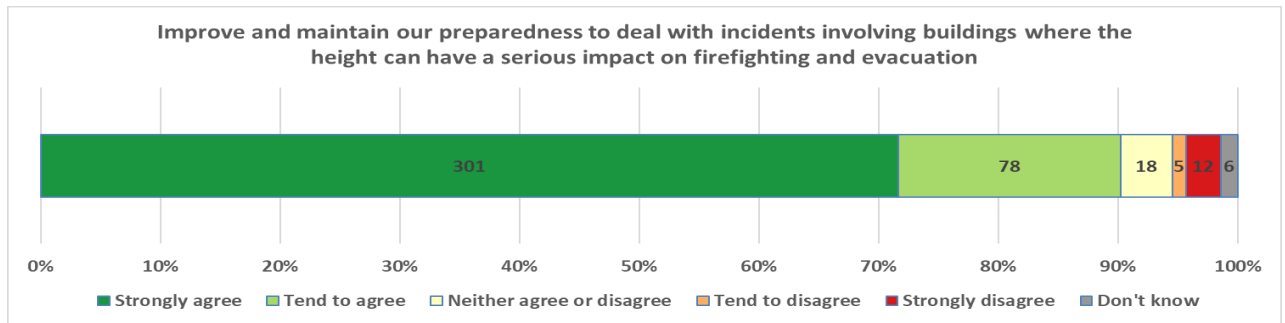
- 359 (85%) agreed on Ensuring our prevention activities remain efficient, effective and deliver value for money
- 31 (7%) disagreed on Ensuring our prevention activities remain efficient, effective and deliver value for money

### Proposal 5: Enhance our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005



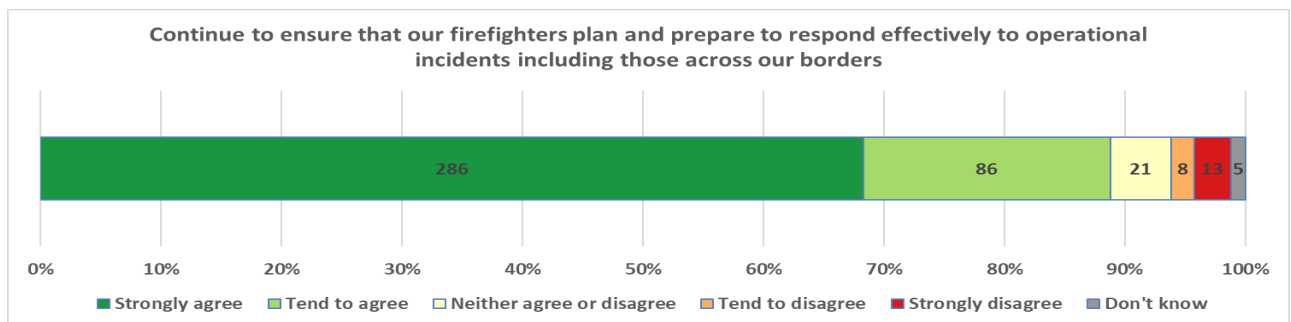
- 368 (88%) agreed on enhancing our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005
- 22 (5%) disagreed on enhancing our risk-based approach to support businesses to keep their buildings safe in line with the Fire Safety Order 2005

**Proposal 6: Improve and maintain our preparedness to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation**



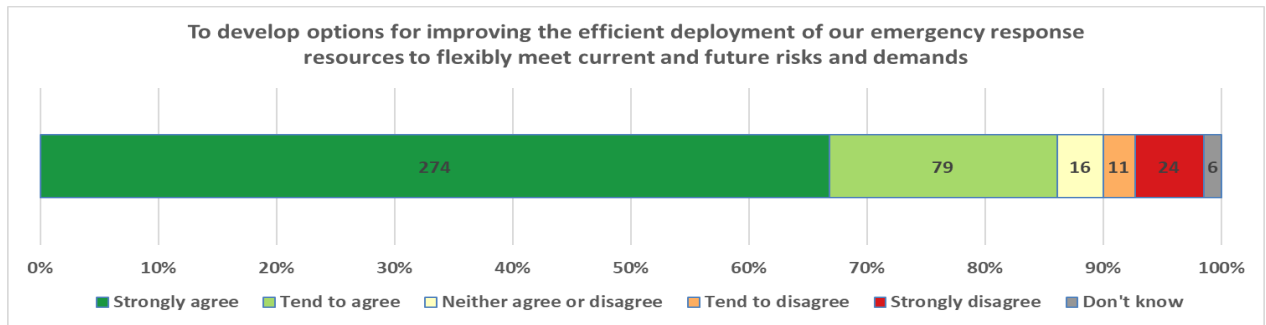
- 379 (90%) agreed on Improving and maintain our preparedness to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation
- 17 (4%) disagreed on Improving and maintain our preparedness to deal with incidents involving buildings where the height can have a serious impact on firefighting and evacuation

**Proposal 7: Continue to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders**



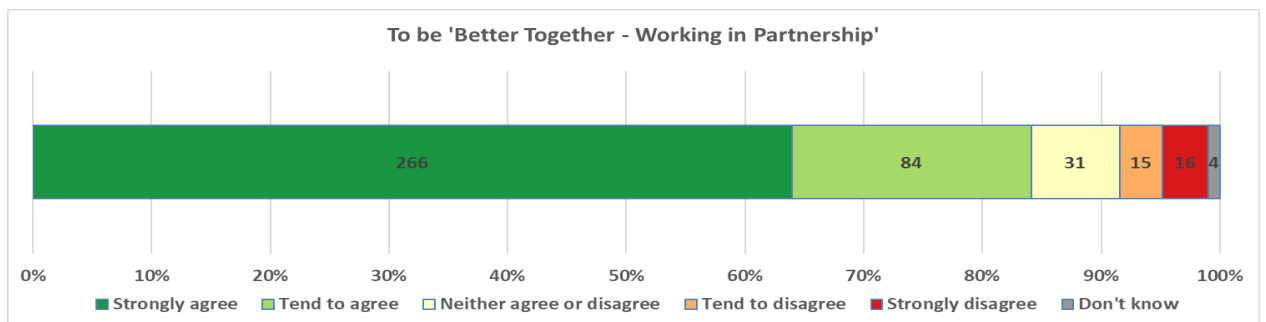
- 372 (89%) agreed on continuing to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders
- 21 (5%) disagreed on continuing to ensure that our firefighters plan and prepare to respond effectively to operational incidents including those across our borders

**Proposal 8: To develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands**



- 353 (86%) agreed to develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands
- 35 (9%) disagreed to develop options for improving the efficient deployment of our emergency response resources to flexibly meet current and future risks and demands

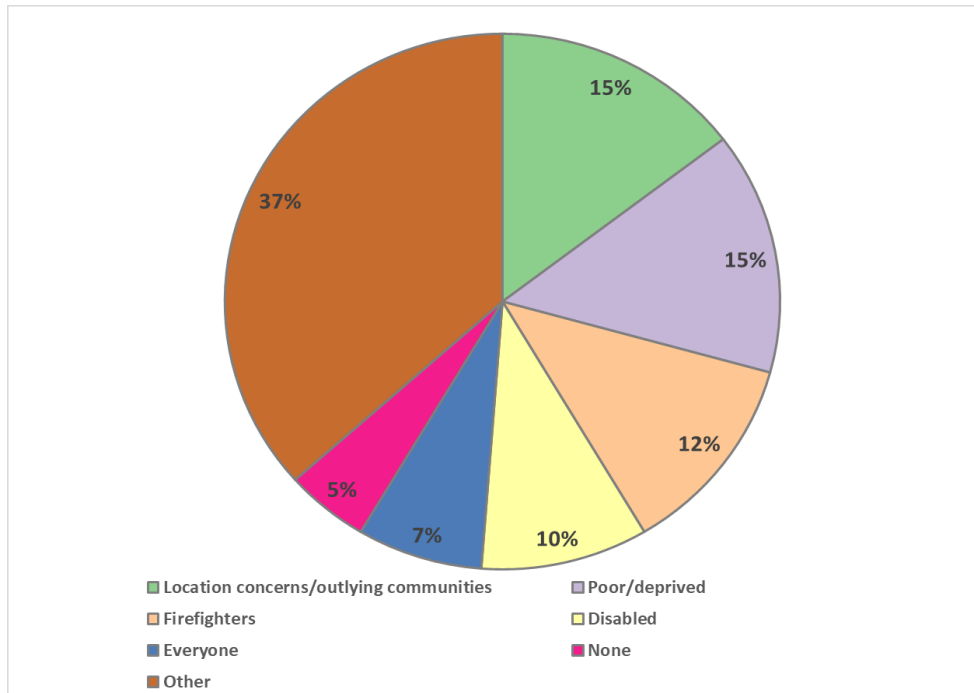
**Proposal 9: To be 'Better Together - Working in Partnership'**



- 350 (84%) agreed on Working in Partnership
- 31 (8%) disagreed on Working in Partnership

**Question 5 Do you think that our proposals could disadvantage a particular group or community?**

13% of respondents indicated that they felt the proposals disadvantaged certain groups within the community. 41 comments were made on this issue and they have been categorised into the following groups.

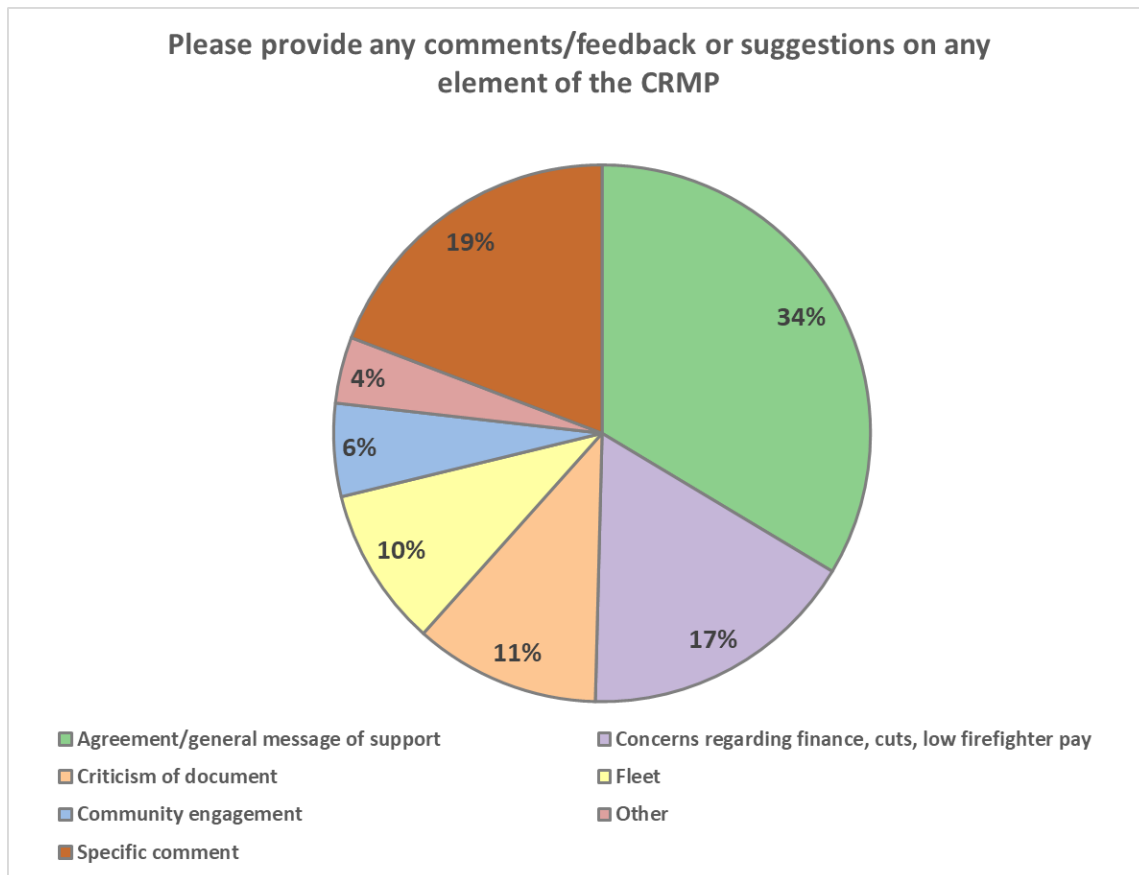


From the comments the main groups and areas that will be disadvantaged by the CRMP are;

- Geographical locations (15%),
- Poor/ deprived groups (15%)
- Firefighters (12%).

### Question 6: Additional Comments

The consultation afforded respondents the opportunity to provide additional comments on the CRMP. 125 specific comments on the document were received, these have been classed into a number of categories portrayed in the following chart.





## 8 Consultation Assurance

- 8.1 The consultation exercise was sufficiently extensive to enable any person or organisation, which may have had a legitimate interest in the Authority's proposals or believe they may be affected by the proposals, to express their views.
- 8.2 The scope of the consultation was proportionate to the nature and extent of the changes proposed and did not disadvantage any group or community served by the Authority.
- 8.3 Arrangements were in place to ensure that The CRMP document and consultation was available in a range of languages and formats should it be required.
- 8.4 The consultation exercise was based around a comprehensive Engagement Plan which provided sufficient information to all consultees to allow them to make informed decisions. The plan selected the most appropriate methods and tools for consultation and ensured that the proposal subject matter was put into local context to improve understanding.
- 8.5 The Risk and Performance Unit has conducted an independent and impartial statistical and qualitative analysis of the outcomes of the consultation from the information maintained on the Brigade's Consultation and Engagement system. Access to the relevant datasets is available for audit and a clear audit trail between this data and the analysis provided is available. Named individuals details in the data has been redacted for data protection purposes.
- 8.6 A detailed analysis of the consultations responses against the EDI characteristics has been provided from the EDI information received.
- 8.7 Any data received after 21<sup>st</sup> January (closing date for consultation) has been excluded from the analysis.

## Appendix A- Government Consultation Principles 2018

In 2018 the Cabinet Office published a revised set of government consultation principles. These principles give clear guidance to government departments on conducting consultations. It amended the principles in the light of comments from the Secondary Legislation Scrutiny Committee and to demonstrate the government's desire to engage more effectively with the public.

### **A. Consultations should be clear and concise**

Use plain English and avoid acronyms. Be clear what questions you are asking and limit the number of questions to those that are necessary. Make them easy to understand and easy to answer. Avoid lengthy documents when possible and consider merging those on related topics.

### **B. Consultations should have a purpose**

Do not consult for the sake of it. Ask departmental lawyers whether you have a legal duty to consult. Take consultation responses into account when taking policy forward. Consult about policies or implementation plans when the development of the policies or plans is at a formative stage. Do not ask questions about issues on which you already have a final view.

### **C. Consultations should be informative**

Give enough information to ensure that those consulted understand the issues and can give informed responses. Include validated assessments of the costs and benefits of the options being considered when possible; this might be required where proposals have an impact on business or the voluntary sector.

### **D. Consultations are only part of a process of engagement**

Consider whether informal iterative consultation is appropriate, using new digital tools and open, collaborative approaches. Consultation is not just about formal documents and responses. It is an on-going process.

### **E. Consultations should last for a proportionate amount of time**

Judge the length of the consultation on the basis of legal advice and taking into account the nature and impact of the proposal. Consulting for too long will unnecessarily delay policy development. Consulting too quickly will not give enough time for consideration and will reduce the quality of responses.

### **F. Consultations should be targeted**

Consider the full range of people, business and voluntary bodies affected by the policy, and whether representative groups exist. Consider targeting specific groups if appropriate. Ensure they are aware of the consultation and can access it. Consider how to tailor consultation to the needs and preferences of particular groups, such as older people, younger people or people with disabilities that may not respond to traditional consultation methods.

### **G. Consultations should take account of the groups being consulted**

Consult stakeholders in a way that suits them. Charities may need more time to respond than businesses, for example. When the consultation spans all or part of a holiday period, consider how this may affect consultation and take appropriate mitigating action.

### **H. Consultations should be agreed before publication**

Seek collective agreement before publishing a written consultation, particularly when consulting on new policy proposals. Consultations should be published on gov.uk.

### **I. Consultation should facilitate scrutiny**

Publish any response on the same page on gov.uk as the original consultation, and ensure it is clear when the government has responded to the consultation. Explain the responses that have been received from consultees and how these have informed the policy. State how many responses have been received.

**J. Government responses to consultations should be published in a timely fashion**

Publish responses within 12 weeks of the consultation or provide an explanation why this is not possible. Where consultation concerns a statutory instrument publish responses before or at the same time as the instrument is laid, except in exceptional circumstances. Allow appropriate time between closing the consultation and implementing policy or legislation.

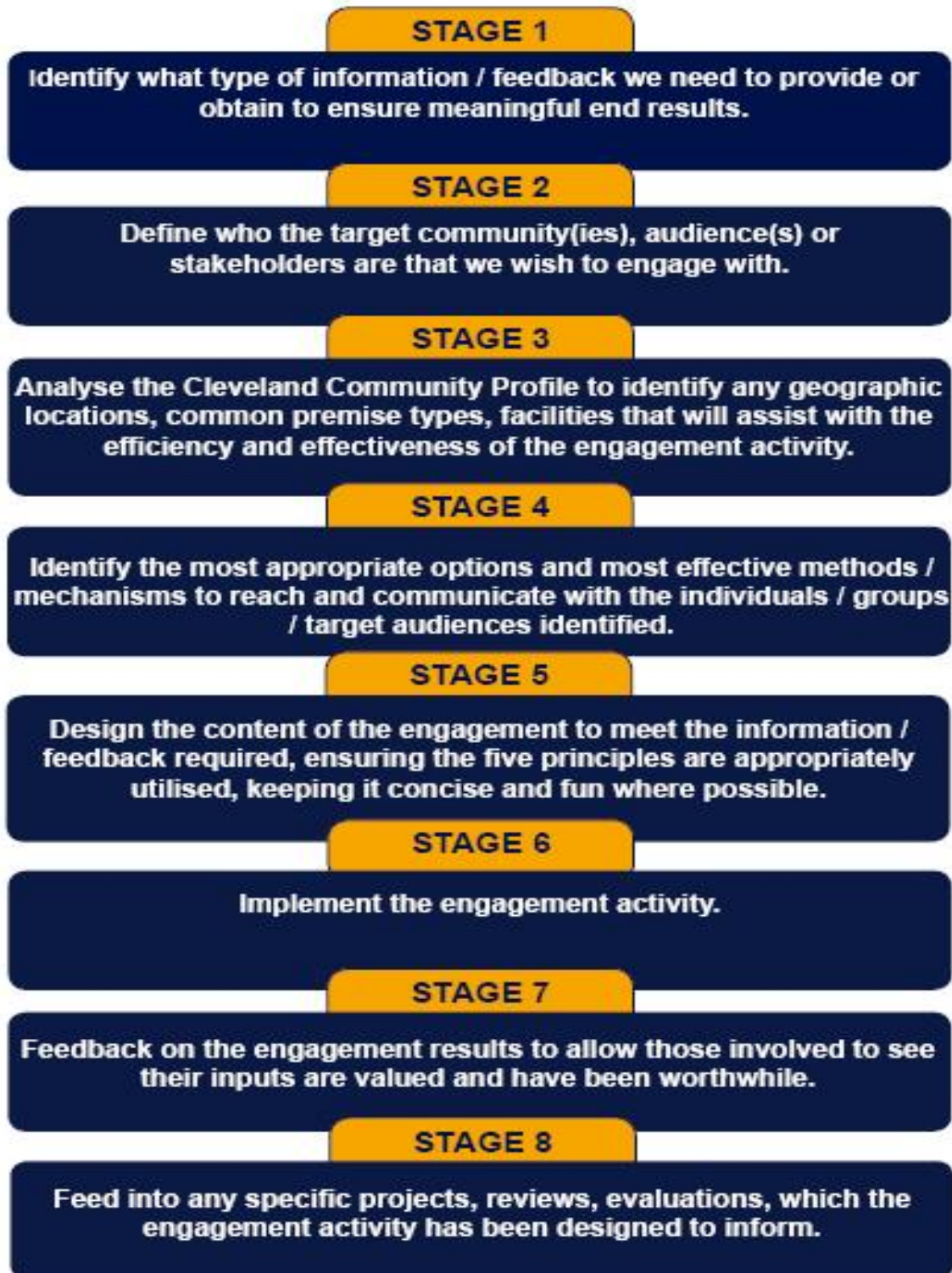
**K. Consultation exercises should not generally be launched during local or national election periods.**

If exceptional circumstances make a consultation absolutely essential (for example, for safeguarding public health), departments should seek advice from the Propriety and Ethics team in the Cabinet Office.

The Government's consultation principles 2018 document can be found here:

<https://www.gov.uk/government/publications/consultation-principles-guidance>

## Appendix B – Cleveland Fire Brigade’s ‘Engagement Model’



## **Appendix C – Key Stakeholders - Our Communities and Partners**

### **Elected Officials and Statutory Bodies**

Denise McGuckin, HBC Managing Director and Tony Hanson Director. Shane Moore, Leader  
Tony Parkinson, MBC Chief Executive and Geoff Fields, Director. Andy Preston, Mayor  
John Sampson, R&CBC Managing Director and Mary Lannigan, Leader  
Julie Danks, SBC Managing Director and Bob Cook, Leader

Ben Houchen, Mayor TVCA  
Alex Cunningham, MP Stockton North  
Matt Vickers, MP Stockton South  
Andy McDonald, MP Middlesbrough  
Simon Clarke, MP Middlesbrough South & East Cleveland  
Jacob Young, MP Redcar  
Mike Hill, MP Hartlepool  
Richard Lewis, Chief Constable Cleveland Police  
Steve Turner, Police & Crime Commissioner

Shane Moore, Chair, HBC Community Safety Partnerships  
Judith Hedgley, Chair, MBC Community Safety Partnership  
Gary Cummins, Chair, R&C BC Community Safety Partnership  
Steve Nelson, Chair, SBC Community Safety Partnership

CFA members

### **Internal**

Employees (all; via Senior Heads presentations)  
Volunteers (befriending service via Commissioned Services)  
CFB Risk Management  
FBU / Unison / Unite / GMB

### **Local Authority and Government**

Citizens Advice Bureau  
Council departments and teams (community, licensing etc.)  
Forestry England  
Cleveland Road Safety Partnership  
Middlesbrough Matters  
Safe in Tees Valley

### **Engagement Champions**

A range of individuals and groups from our Community Engagement Champion database

### **Emergency Services**

Air Ambulance  
NEAS  
Armed Forces  
British Transport Police  
HM Coastguard  
Fire and Rescue Services (through NFCC Communities)  
RNLI  
Cleveland Mountain Rescue  
Cleveland Police  
Mutual Aid Group (DDFRS/TWFRS/NYFRS)  
Local Resilience Forum / Emergency Planning Unit  
Environment Agency

## **Business and Industry**

Business Groups: NECC / FSB NE / Tee Valley Business Club / Tees Valley Business  
SHE Managers  
Port Authority  
Teesside Airport  
Rail Services  
Bus Services  
Retail  
Hospitality  
Manufacturing  
Construction  
Chemical Industries  
Gaming (betting, bingo, casino etc.)

## **Education**

Higher Education: Durham University / Teesside University / Student Unions  
Further Education: Middlesbrough; Hartlepool; Cleveland College of Art & Design; Stockton  
Riverside; Redcar & Cleveland; Bede; Stockton 6<sup>th</sup> Form; Prior Pursglove  
Schools: State and Private (Red House, Yarm)  
Nursery's:  
Other: TTE; Outside mainstream schools, Camphill Trust  
Youth: Students, Youth groups,

## **Housing**

Beyond Housing  
North Star  
Thirteen  
Private landlords

## **Health**

NHS England  
Public Health England North-East  
South Tees CCG  
Hartlepool and Stockton CCG  
North Tees and Hartlepool NHS Foundation Trust  
South Tees NHS Foundation Trust  
Tees, Esk and Wear Valleys NHS Foundation Trust  
Teeswide Safeguarding Adults Board TSAB  
Health Watch Hartlepool, Middlesbrough  
Local Safeguarding Children Board LSCBs  
GP & Dental Practises, Opticians  
Private Health provider Nuffield, Norton; private clinics and practitioners

## **Third Sector**

Fire Fighters Charity  
Safe in Tees Valley  
Voluntary Organisations Network North-East (VONNE)  
Local VDA's, Catalyst  
Age UK  
MIND  
Samaritans  
British Red Cross  
Rubies Charity  
My Sisters Place  
Foundation UK  
Dementia Link Services  
Environment City  
Foodbanks

**General Public**

Residents: Facebook community groups  
Community groups  
Faith Groups  
BAME groups – Nur Fitness CIC  
LGBT groups – Hart Gables; StoneWall  
EFL groups  
Faith groups – Tees Valley interfaith group; churches; mosques  
Disability groups  
Special interest groups

**Sport**

MFC  
MFC Foundation  
Hartlepool United  
Middlesbrough Supporters Forum  
Saltburn Surfers Club  
Stockton Town FC  
Rugby Clubs  
Cricket Clubs  
Golf Clubs

**Arts and Museums (Tourism)**

Billingham Forum  
ARC Stockton  
Hartlepool Town Hall  
Middlesbrough Town Hall  
Saltburn Community Theatre  
Georgian Theatre  
Middlesbrough Theatre  
Dorman Museum  
Preston Park Museum  
Captain Cook Birthplace Museum  
Royal Navy Museum  
Kirkleatham Museum  
Cleveland Ironstone Mining Museum  
Museum of Hartlepool  
Heugh Battery

## Appendix D - Community Risk Management Plan (CRMP) Consultation Action Plan 2021/22

Date:	Activity: what we will deliver:	How:	Responsible:	Status:
April 2021	Vision 2030 Surveys with Staff and the Public	Digital: survey monkey	ELT /Comms	Complete
Aug 2021	Community our services survey Results – insights report to ELT and infographics circulated	Digital: survey monkey	Comms	Complete
30 Sep 2021	<b>ELT policy:</b> draft CRMP and proposals	Meeting	ELT	Complete
07Oct 2021	<b>Rep Bodies:</b> FBU/UNISON advised of the CRMP and provided with copies of draft documents	Via CFA Exec papers 08.10.21	ELT	Complete
08 Oct 2021	<b>CFA Executive:</b> Presentation and documents to committee members seeking views on CRMP and its proposals and recommendations to submit to full Authority.	Meeting Print	KW Admin	Complete
08 Oct 2021	<b>Staff:</b> Presentation on draft CRMP proposals to Senior Managers Sounding Board seeking views pre-consultation and advising all staff to disseminate via awareness sessions with their teams	Meeting	ELT	Complete
11.10.21		Digital docs shared via TEAMS PPoint presentation to share	Admin	Complete
Oct 2021	Staff Communication preferences survey Results – insights report to be shared	Digital: survey monkey;	Comms ELT to approve	Complete
15 Oct 2021	<b>Staff:</b> Draft CRMP and proposals presented to all staff	Meeting – Comms Forum Digital docs shared via TEAMS	ELT PAs/Admin	Complete
15.10.21	<b>CFA Full Authority:</b> presented documents, seeking members approval of draft CRMP	Meeting Print & Digital docs to be shared	CFA Admin	Complete
Oct 2021	CRMP preparation of communications materials for consultation: Poster; Advert; Postcard; ELT approved pending QR code and links	Digital & Print materials	Comms / CS /SJ	Complete
18-27.10.21				Complete
21.10.21	Website: consult pg; docs uploaded ELT approved LIVE (for key stakeholders)			Complete
29.10.21	Digital: website banner; menu item; SM post			Complete
27.10.21	Printing: posters; postcards; have your say doc			Complete
26.10.21	Press release drafted CFO approved			Complete
27.10.21	Notice board posters provided for staff advertising			Complete
18.10.21	Creation of survey monkey: TG/SJ amends and ELT approved	Digital	R&P/Comms	Complete
21.10.21	Live for key stakeholders			Complete
27.10.21	Paper copy available on request (consultation email)			Complete
28 Oct 2021	<b>Community:</b> distribution of materials to partners / public buildings all districts	Print	Hubs/MM	Complete
<b>29 Oct 2021</b>	<b>Consultation period begins</b>			
29.10.21	Launch – press release circulates (website, SM, media list, internal list)	Digital	Comms	Complete
29.10.21	Community: Email to internal external facing teams	Digital	Comms	Complete



29.10.21	Community: Email to partner organisations	Digital	Comms	Complete
29.10.21	<b>Community:</b> Send out consultation to contacts on the Engagement Champions	Digital	Comms	Complete
01.11.21	Presentation provided to all senior mgrs. to deliver externally during consultation period	Digital – Oct 2021	PAs/Comms	Complete
02.11.21	<b>Staff:</b> All staff Email issued	Digital	Comms	Complete
08.11.21	Community: paper copies send out to Befriending clients/volunteers	Print	ComServ/HW	Complete
05 – 30 Nov 21	<b>Community:</b> All Safer Home visits to be left Have your say document and proportion followed up with calls from DA's; Postcards already distributed	Print / Digital	Stations Hubs / MM	Complete
Nov 21 - Jan22	<b>Community:</b> Social media promotion of consultation delivered throughout the period. Posts scheduled through-out the consultation period	Digital	Comms	Complete
01 Nov – 10 Dec	Facebook advertising targeting over 18s in Cleveland	Digital	Comms	Complete
01 Nov – 30 Nov	<b>Business:</b> local business groups, housing reps and main industries	Digital email to business groups Digital email to 1k list contacts Print team to give postcard@audits	Comms Head of FE Head of FE	Complete Complete Complete
10.11.21	Community: Advert in Zetland FM magazine c. 5,000	Print	Comms	Complete
11.11.21	Community: Advert in Hartlepool Mail print edition c. 5,000	Print	Comms	Complete
11.11.21	Community: Advert in Evening Gazette print edition c. 12,000	Print	Comms	Complete
18-19.11.21	<b>Key stakeholders:</b> CFO engagement Denise McGuckin, HBC Managing Director Tony Hanson Director HBC Shane Moore, Leader HBC Tony Parkinson, MBC Chief Executive Geoff Fields, Director MBC Andy Preston, Mayor MBC John Sampson, R&CBC Managing Director Mary Lannigan, Leader, R&CBC Julie Danks, SBC Managing Director Bob Cook, Leader SBC Ben Houchen, Mayor TVCA Richard Lewis, Chief Constable Cleveland Police (stepping down) Steve Turner, Police & Crime Commissioner Gary Cummins, Chair, R&C BC Community Safety Partnership Steve Nelson, Chair, SBC Community Safety Partnership  Alex Cunningham, MP Stockton North Matt Vickers, MP Stockton South Andy McDonald, MP Middlesbrough Simon Clarke, MP Middlesbrough South & East Cleveland	Print Print Print Print / Meeting 29.11.21 Print Print Print Print Print Print Print Print Print Print Print Print Print  Print Print Print	CFO; PAs/Admin                    CFA Chair PAs/Admin	All complete

	Jacob Young, MP Redcar Jill Mortimer, MP Hartlepool	Print Print		
01 Nov – 10 Jan 17.11.21 18.11.21 18.11.21 07.12.21 07.12.21 07.12.21	<b>Key stakeholders:</b> Engagement Strategic Partners & Board meetings Tees Valley AEDB Tees Valley Integrated Care Partnership Live Well Health and Wellbeing Board TSAB / LSCB Cleveland Road Safety Partnership LRF Strategic board North-East Strategic Delivery Board	Meeting/agenda/Ppt Meeting/agenda/Ppt Meeting/agenda/Ppt Meeting/agenda/Ppt No meeting, info only Meeting/agenda/Ppt Meeting/agenda/Ppt	All/LT/PA's/Admin SJ SJ SJ SJ SJ / AB AR CB	Complete Complete Complete Complete Complete Complete Complete
26 Nov 2021	<b>CFA Executive</b>	Meeting/agenda	CFO / PAs/Admin	Complete
Nov/Dec 2021 26.11.21 01-02.12.21 01.12.21 06-07.12.21	<b>Community:</b> Externally commissioned community survey – hall tests via NWA Research event in each district. Redcar High Street Market Hartlepool Middleton Grange Shopping Centre Middlesbrough Teesside Park Stockton Stockton High Street	Print administered and inputted by researchers (separate URL) IY, RR, NT, AM MT, PG, CM, MY IY, AM, CM, LT, C DL, CM, AM, NT	CLO's/MM/Hubs CS / MM / IY CS / MM / DL CS / MM / IY CS / MM / IY	Complete Complete Complete Complete
Nov 2021	<b>Community:</b> public facing engagement event in each district Hartlepool – (Hpool Face-the-public online forum)	Online meeting	District Managers DP	Complete
01 Nov – 10 Dec 27.10.21 06.10.21 10.12.21	<b>Community:</b> Agenda Item at Local Authority meetings & partnership meetings Redcar CSP Stockton Safer Partnership Hartlepool Safer partnership Middlesbrough Safer Partnership (meeting 27 Jan 22)	Meeting/agenda/Ppt Meeting cancelled; info circulated Meeting/agenda/Ppt Info circulated via chair	HoResponse District Mgrs DL DB DP MS	Complete Complete Complete Complete
Nov/Dec 15.12.21 Dec 21 Dec 21 15.12.21 24.11.21 09.12.21	<b>Staff:</b> consultation  <b>Enabling services all teams disseminated:</b> ICT & Premises Finance & Procurement Risk & Performance Democratic Services HR Training & Development	Meetings/Ppt as follows; Meeting Meetings / 1-2-1s December 21 Meetings December 21 Meeting Meeting Meeting	CFO/ELT/  DR LY / LW TG BP ED KJ	Complete Complete Complete Complete Complete Complete

16.11.21	<b>Prevention, Protection &amp; Engagement all teams disseminated:</b> Prevention	Meeting	CS/MM	Complete
16.11.21	Protection	Meeting	JF	Complete
	<b>Emergency Response:</b>			
28.10.21	Redcar Station	Meeting	DL	Complete
03.11.21	Grangetown Station	Meeting	DL	Complete
01.12.21	Stockton Station	Meeting	DB	Complete
25.11.21	Thornaby Station	Meeting	DB	Complete
07.12.21	Billingham Station	Meeting	DB	Complete
23.11.21	Middlesbrough Station	Meeting	MS	Complete
24.11.21	Coulby Newham Station	Meeting	MS	Complete
Nov/Dec 21	Hartlepool Station	Meetings	DP	Complete
12.01.22	Headland Station	Meeting	SM	Complete
Dec 21	Yarm Station	Meeting	SM	Complete
Dec 21	Guisborough Station	Meeting	SM	Complete
17.01.22	Skelton Station	Meeting	SM	Complete
17.01.22	Loftus Station	Meeting	SM	Complete
Dec 21	Saltburn Station	Meeting	SM	Complete
3, 10, 17 Dec	Comms Forum	TEAMS	ELT/ PAs/Admin	Complete
10.12.21	CFA Full Authority	Meeting	CFA/ ELT PA's	Complete
Jan 21	<b>Community</b>			
06.01.21	PR – reminder – promotion ahead of consultation closure	Media release	Comms	Complete
10-21.01.21	Digital channel push – reminder on consultation and closure date	Digital	Comms	Complete
<b>21 Jan 2022</b>	<b>Consultation period ends</b>			
21.01.22	CFA Executive	Meeting	CFA/ ELT PA's	Complete
24.01.22	Consultation analysis commenced	Survey Monkey/paper returns	NR/SJ/TG/KC	Complete
24.01.22	Consultation report commenced		SJ / TG	Complete
15.02.22	Consultation report and results to ELT performance	Report & Infographics	SJ / CB	Complete
Feb 2022	<b>Results provided to Comms team to draft visuals</b> Infographics of key findings for internal circulation Summary of results for consultation pg on website and shared via social media Press release summarising results	Infographic Infographic, thank you message Media release	SJ/Comms Comms Comms	
04 Mar 2022	Consultation results and Draft CRMP recommended for approval	Meeting	CFO	
25 Mar 2022	Consultation results and Draft CRMP papers for approval by CFA	Meeting	ELT/CFA	
01 Apr 2022	Publish CRMP	Print & Digital	ELT / Admin	

	Implement CRMP	CIOP	ELT	
04 Apr 2022	Feedback on consultation outcomes / details of final CRMP	Comms Forum, Print, Infographic, Website, all staff email		

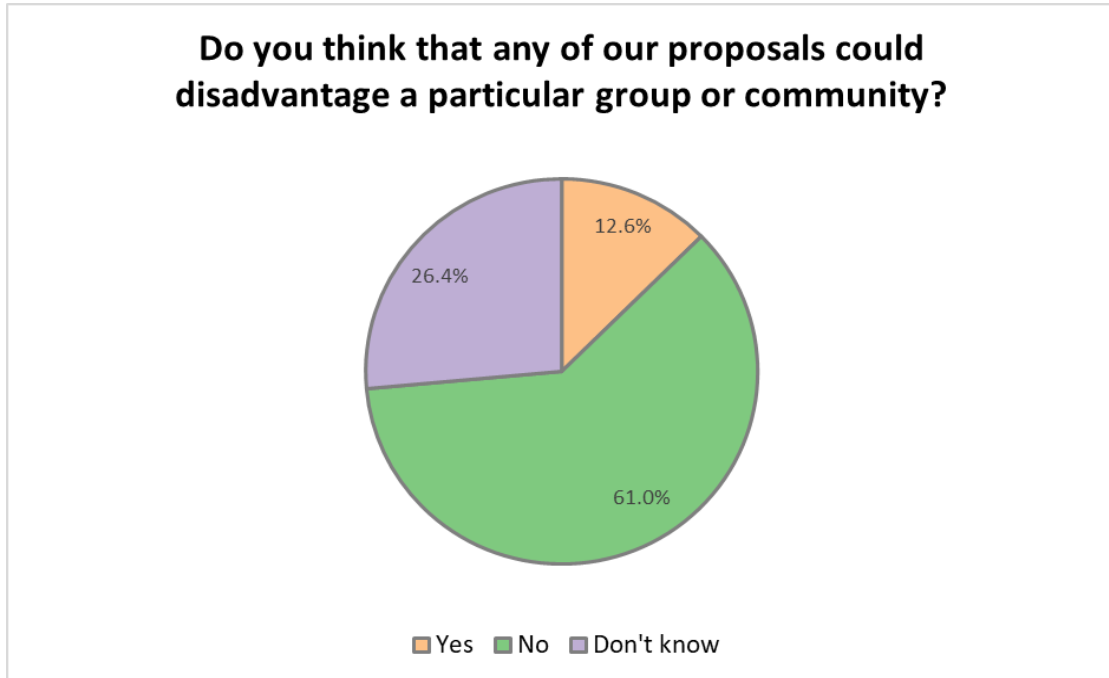
### Consultation feedback – Progress tracker

Date	Completed surveys	Web page hits	PR page hits	Ads issued
04.11.21	45	99 unique views	60 unique views	Social media posts; Fbk ads; Media release
11.11.21	72	297 unique views	70 unique views	Social media posts; Fbk ads Print ads in Hpool Mail; Gazette; ZetlandFM magazine
18.11.21	87	368 unique views	70 unique views	Social media posts; Fbk ads
25.11.21	97	427 unique views	70 unique views	Social media posts; Fbk ads Research Company event in Redcar
02.12.21	105	495 unique views	72 unique views	Social media posts; Fbk ads Research Company Teesside Park & Hartlepool
09.12.21	295	548 unique views	72 unique views	Social media posts; Fbk ads Print ad Thornaby PRIDE magazine Research Company Stockton
16.12.21	362	580 unique views	72 unique views	Social media posts; Fbk ads
23.12.21	363	600 unique views	72 unique views	Social media posts
30.12.21	N/A	N/A	N/A	Print Ad Hartlepool LIFE Social media posts; Fbk ad mbro
06.01.22	380	752 unique views	72 unique views	Print Ad Stockton & Billingham LIFE Social media posts; Fbk ad mbro
13.01.22	400	848 unique views	72 unique views	Social media posts; all staff email; Media release
19.01.22	411	876 unique views	72 unique views	Social media posts
21.01.22	420	889 unique views	72 unique views	

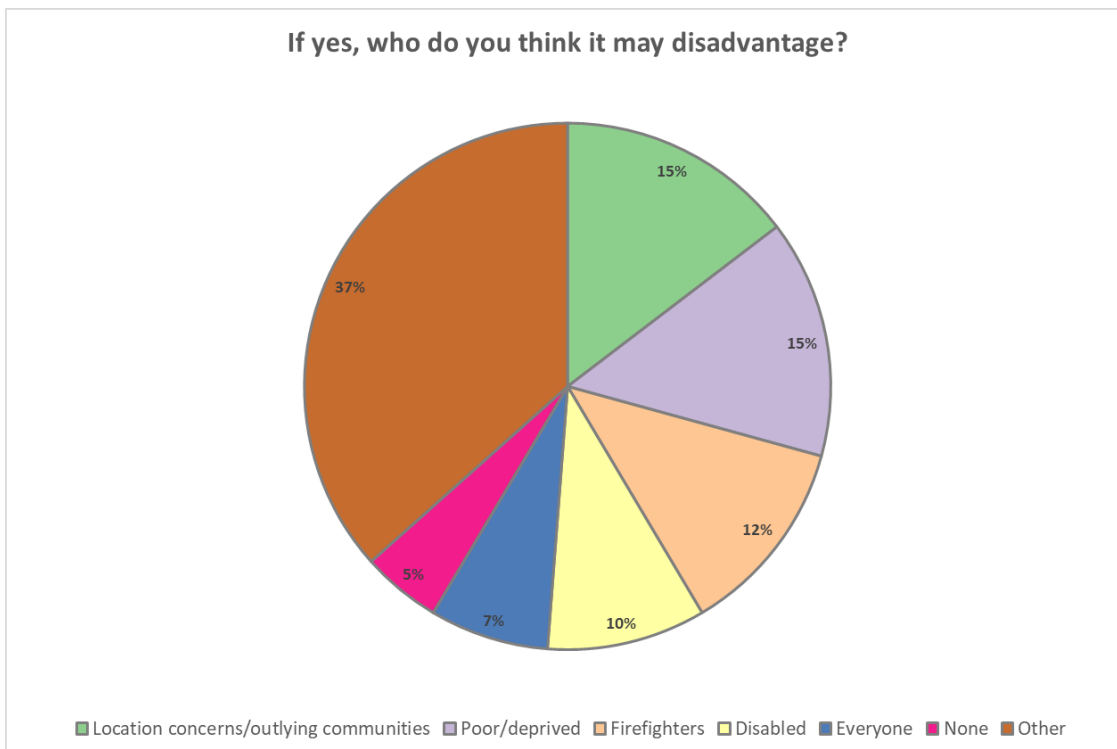
Appendix E: Supplementary Information from Consultation

Do you think that our proposals could disadvantage a particular group or community?

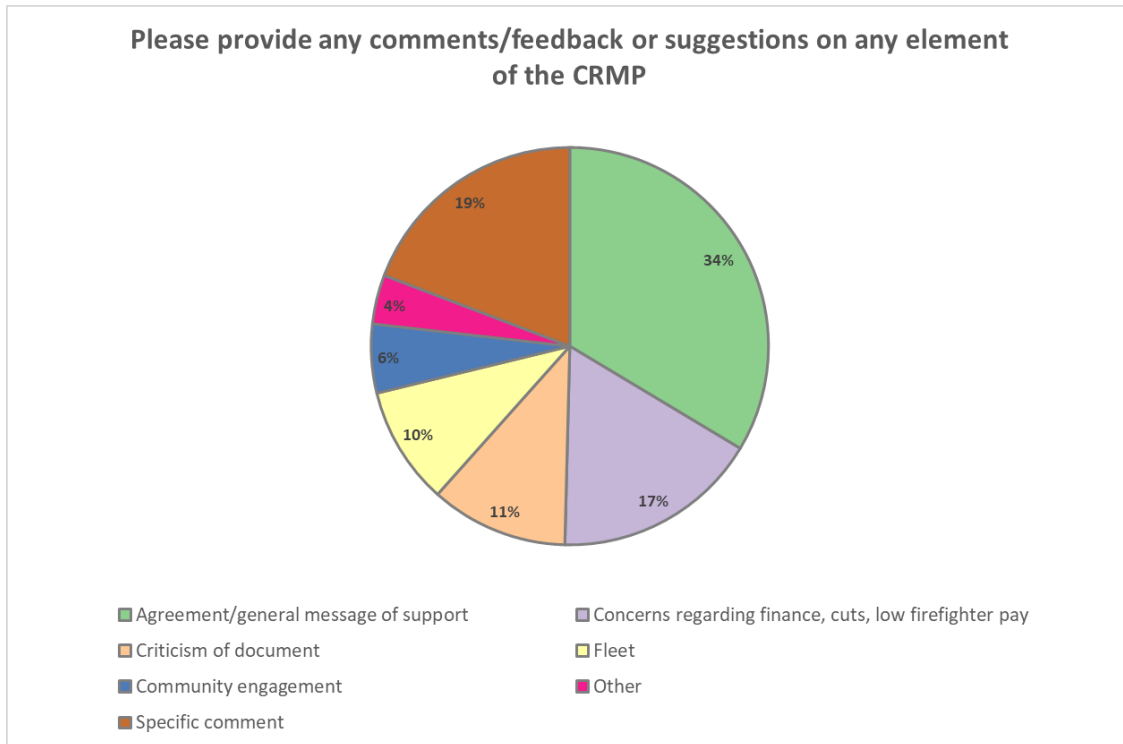
12.6% thought that our proposals could disadvantage a particular group or community?



41 comments were made on this topic that have been broadly categorised below.



**Please provide any comments/feedback or suggestions on any element of the CRMP**



There were 125 individual comments made, of which:

- 42 (34%) were agreement or general messages of support
- 21 (17%) were concerns about finance - service underfunding or cuts (14), concerns about a perceived focus on finance/business (3) and firefighter low pay (3)
- 14 (11%) were criticisms of the document
- 12 (10%) were concerns about the fleet of vehicles (suitable appliances, aging appliances, number of and the location of appliances, deteriorating response)
- 7 (6%) were related to community engagement
- 5 (4%) were other uncategorised comments
- There were 24 (19%) specific comments covering the following topics:
  - arson (2)
  - data usage and improvement techniques (1)
  - derelict commercial properties in Hartlepool (1)
  - diversity of the workforce (1)
  - enhancing equipment and training (1)
  - ensuring joint working with other emergency services (1)
  - firefighter assaults (3)
  - firefighters are not the focus of this document (1)

- health and safety for firefighters (1)
- High Hazard Industry (1)
- increasing information sharing through social media (1)
- landlord support required (1)
- mobile homes/caravans (1)
- needing more information (1)
- nuisance callers (1)
- representation for small communities (1)
- staffing/work allocation (3)
- transparency of what we do other than firefighting (1)
- working with young people (2)

## Appendix F - Publication Infographic

