



HAMPSHIRE
FIRE AND
RESCUE
SERVICE



ISLE OF WIGHT
FIRE AND
RESCUE
SERVICE

APPENDIX C



Opinion
Research
Services

CONFIDENTIAL WHEN COMPLETE

*Forms will be independently processed by
Opinion Research Services (ORS)*

Hampshire and Isle of Wight Fire and Rescue Services: Integrated Risk Management Planning (IRMP) Consultation

Hampshire Fire and Rescue Authority (HFRA) and the Isle of Wight Council (IWC) are required to produce an Integrated Risk Management Plan to identify risks within their areas of responsibility and set priorities for meeting these risks.

HFRS and IWFRS are undertaking this consultation to gather the views of local residents and other stakeholders on their service vision for the next five years.

There is an online version of this questionnaire which we encourage you to complete. Please visit: www.hantsfire.gov.uk/irmp. To find out more before answering the questions, please read the accompanying consultation document.

HFRS and IWFRS have appointed Opinion Research Service (ORS), as an independent social research company, to manage the consultation and questionnaire responses. ORS will faithfully report the outcomes, in which the views of individual members of the public will be anonymous; but where feedback is from a representative of an organisation or someone acting in their official capacity, it may be attributed. All completed questionnaires should be returned by **24/11/2019**.

All the questions are optional, and all information you provide will be processed by ORS in accordance with the Data Protection Act and GDPR. **Any personal information will be kept for no more than 6 months after any decisions have been finalised.** For further information, please see www.ors.org.uk/privacy

Communities

Please read page 12 and 14 of the consultation document to find out more before answering these questions

HFRS and IWFRS aim to identify and help those in their communities who are most vulnerable, such as those aged over 65, those living alone, those with mental health issues, alcohol and/or drug dependencies or those who are frail. They will work with partner agencies to ensure their strategies complement one another for the benefit of these people.

How important is it for you that HFRS and IWFRS continue to identify and target the most vulnerable groups and communities to make them safer? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

A Diverse Workforce

Please read page 17 of the consultation document to find out more before answering these questions

HFRS and IWFRS aim to have diverse workforces that reflect the communities they serve and can sensitively engage with people from all backgrounds and walks of life. Concerted efforts are being made to remove historic barriers that may have deterred people from under-represented groups from applying for operational roles in the past.

How important is it to you that the workforces of HFRS and IWFRS represent the makeup of the communities they serve? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

The Built Environment

Please read pages 8 and 13 of the consultation document to find out more before answering these questions

HFRS and IWFRS have a duty to make Hampshire and the Isle of Wight safer: one of the laws that enables them to do this is the Regulatory Reform (Fire Safety) Order 2005, which is designed to ensure there is a basic fire safety standard in non-domestic premises. Teams of dedicated Fire Safety Inspecting Officers work with statutory partners and businesses to ensure places of work, commercial premises and public access buildings meet the standard required.

During the past decade this team has been significantly reduced due to the prioritisation of emergency response in the face of significant budget reductions. Innovative working has lessened the impact and we will ensure we have the capacity to inspect premises we identify as a priority.

HFRS and IWFRS are committed to: investing in their staff and supporting systems to ensure they have the capacity to inspect the buildings they believe most require it to reduce public risk; and working with businesses to ensure they remain safe and can continue to function in the event of an incident.

How important is it to you that HFRS and IWFRS identify and inspect their highest risk buildings to help make them safer? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

How important is it to you that HFRS and IWFRS support their key risk sites to reduce their fire risk?

PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

How important is it to you that HFRS and IWFRS support work to protect Heritage sites? PLEASE TICK ✓

ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

How important is it to you that HFRS and IWFRS consider economic risk when considering their strategies? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

Landscape and Geography

Please read page 11 and 14 of the consultation document to find out more before answering these questions

HFRS and IWFRS recognise the risks presented by the natural environment and that these risks are now increased due to the effects of climate change.

Climate change continues to increase the risk of severe weather such as heatwaves, colder winters and heavier rain leading to numerous risks such as increased wildfires and flooding events. HFRS and IWFRS believe that they must be ready to respond to incidents in the natural environment both to protect life and property and also the environment itself.

How important is it to you that HFRS and IWFRS prioritise environmental protection work through preventative and response activities? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

How important is it to you that HFRS and IWFRS prioritise preparations to be ready for and respond to the risks posed by severe weather? PLEASE TICK ✓ ONE BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
--	--	--	--	--

Measuring our Performance

Please read pages 18 and 19 of the consultation document to find out more before answering these questions

HFRS and IWFRS would like to develop a set of key performance indicators the public can access. Traditionally we are measured by our speed of response however there are numerous other ways in which we serve our communities in making Hampshire and the Isle of Wight safer. It is important to us for you to be able to see how we are performing across the key areas in which we serve.

HFRS and IWFRS are committed to setting challenging, achievable and appropriate targets that will help drive us to make life safer for our communities.

To what extent do you agree or disagree that response standards are an important measure of performance for HFRS and IWFRS? PLEASE TICK ✓ **ONE** BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	--	---	---	--	---

How important is our speed of attendance over other measures? PLEASE TICK ✓ **ONE** BOX ONLY

Very important <input type="checkbox"/>	Fairly important <input type="checkbox"/>	Not very important <input type="checkbox"/>	Not important at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	---	---	---	---

To what extent do you agree or disagree that HFRS and IWFRS should adapt their response standards based on risk to ensure resources are utilised as effectively and efficiently as possible to keep communities safe? PLEASE TICK ✓ **ONE** BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	--	---	---	--	---

In what key areas would you like to see our performance measured?

Responding to Medical Emergencies

Please read page 18 of the consultation document to find out more before answering these questions

HFRS and IWFRS have dedicated medical response capabilities called co-responders who support the ambulance service in specific locations by delivering medical intervention as quickly as possible to someone in need. They have also recently invested in all frontline crews and appliances to enhance their medical capabilities.

They are now looking to expand the support offered to their partner ambulance services as part of the wider strategy to make life safer across Hampshire and the Isle of Wight.

To what extent do you agree or disagree that HFRS and IWFRS should continue to develop and widen the medical response activities it provides to the public? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Partnerships

Please read page 15 of the consultation document to find out more before answering these questions

HFRS and IWFRS recognise that they must continue to evolve and work in new ways to meet the new risks and challenges they face; risks that should not be looked at in isolation but rather as more widely connected issues to be addressed in collaboration with partners. Widening the scope of their activities through a better understanding of risk has already helped the two FRSs engage directly with vulnerable people and make them and their environment safer.

Some examples of different ways of working are:

- Working with young people with low self-esteem, social isolation or weight management problems;
- Working with the NHS to increase balance, fitness levels and nutrition advice within targeted populations to keep people mobile and reduce the risks of frailty and falling;
- Medical co-responding with the ambulance service (whereby trained firefighters are mobilised by the ambulance service and then supported by the nearest available ambulance to get vital medical intervention as quickly as possible to someone in need);
- Assisting the police with searches for vulnerable missing persons.

To what extent do you agree or disagree that HFRS and IWFRS should use their skills and capabilities to respond to a wider range of risks and demands to make their communities safer? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What other risks or demands do you think we should become involved with to make life safer?

Data Sharing

Please read page 15 of the consultation document to find out more before answering these questions

HFRS and IWFRS are seeking to further develop their data sharing agreements with partners to improve their understanding of risk and their ability to collaborate effectively to identify those most in need of prevention activities.

Historically we know most people killed or seriously injured in fires are known to FRSs or their partners. Effectively sharing information between trusted partners helps them to focus on those most at risk.

How willing would you be for HFRS and IWFRS to share your data with our partners in this way? PLEASE TICK ✓ **ONE BOX ONLY**

Very willing <input type="checkbox"/>	Somewhat willing <input type="checkbox"/>	Not very willing <input type="checkbox"/>	Not willing at all <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	---	---	---	---

Finances and Funding

Please read page 20 of the consultation document to find out more before answering these questions

HFRS and IWFRS are funded in several ways including via collection of council tax. Hampshire Fire and Rescue Authority currently collects £67.71 per year in council tax for a Band D property to provide a fire and rescue service to the communities of Hampshire, while the Isle of Wight Council currently collects £66.91 per year for a Band D property to provide a fire and rescue service to the communities of the Isle of Wight.

Our financial strategy ensures our core functions are sustainable and incorporates council tax, government grants and business rates alongside income generation and cost recovery from the use of our estates, partnership working and our trading arm.

Both FRSs have experienced reductions in government funding and an anticipated £4m of further reductions will be needed across both services to balance the budget by 2021/22. It is believed that following this, no further reductions can be made without impact to local communities.

To what extent do you agree or disagree that HFRS and IWFRS should explore opportunities for income generation? PLEASE TICK ✓ **ONE BOX ONLY**

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	--	---	---	--	---

Are there any further financial opportunities that HFRS and IWFRS should be exploring?

Our Identity

Please read page 24 of the consultation document to find out more before answering these questions

HFRS and IWFRS have transformed greatly over the last few years and will continue to do so in order to meet the new risks and challenges facing their communities. They have and will continue to develop new ways of working, developing how staff are trained and equipped in order to respond to a wider range of risks to continue to make life safer.

Given the continually changing roles of HFRS and IWFRS, they feel it may be the right time to consider amending their names to more accurately reflect the ways they serve their communities.

Given the changing roles of HFRS and IWFRS, to what extent do you agree or disagree that the name “Fire and Rescue Service” still reflects their role? PLEASE TICK ✓ ONE BOX ONLY

Strongly agree <input type="checkbox"/>	Tend to agree <input type="checkbox"/>	Neither agree nor disagree <input type="checkbox"/>	Tend to disagree <input type="checkbox"/>	Strongly disagree <input type="checkbox"/>	Don't know <input type="checkbox"/>
---	--	---	---	--	---

Other comments

If you have any other comments you would like to make, please write below.

As public bodies, HFRS and IWFRS have a duty to take into account the impact of their decisions on human rights, under the Human Rights Act 1998, and also on people with protected characteristics under the Equality Act 2010 (age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, and sexual orientation).

Are there any positive or negative impacts that you believe should be taken into account?

If so, are you able to provide any supporting evidence and suggest any ways to reduce or remove any potential negative impact and increase any positive impact?

PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

INFORMATION ABOUT YOU

What is your full postcode?

This will help us understand views in different areas

If you are responding ***on behalf of*** an ORGANISATION, which organisation do you represent?

Please give us the name of the organisation and any specific group or department.

Please also tell us who the organisation represents, what area the organisation covers and how you gathered the views of members.

PLEASE ANSWER IN THE BOX BELOW AND CONTINUE ON A SEPARATE SHEET IF NECESSARY

If you are providing your own **PERSONAL RESPONSE**, please answer the questions below...

HFRS and IWFRS have a duty to promote equality and want to make sure all parts of the community are included in this consultation, but these questions are optional. All consultation responses will be taken fully into account when making decisions, regardless of whether you provide your details.

PLEASE TICK ✓ ONLY ONE BOX FOR EACH QUESTION

What was your age on your last birthday?

- | | |
|--|-------------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 16 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 to 54 | |
| <input type="checkbox"/> Prefer not to say | |

What is your ethnic group?

- White British
- Mixed or multiple ethnic groups
- Asian or Asian British
- Black, African, Caribbean or Black British
- Any other ethnic group
- Prefer not to say

What is your gender?

- Male
- Female
- Non-Binary
- Transgender
- Prefer not to say

Other

Do you work for Hampshire Fire and Rescue Service or Isle of Wight Fire and Rescue Service?

- Yes
- No
- Prefer not to say

Do you consider yourself to have a disability?

- Yes
- No
- Prefer not to say

THANK YOU FOR YOUR TIME

Please return the questionnaire by **Date Month 2019** to:
Opinion Research Services · FREEPOST SS1018 · PO Box 530 · Swansea · SA1 1ZL

