

Safest People, Safest Places

County Durham and Darlington
Fire and Rescue Authority



COMBINED FIRE AUTHORITY

21 MARCH 2018

THREE YEAR STRATEGIC PLAN 2018/19 – 2020/21 INCORPORATING INTEGRATED RISK MANAGEMENT PLAN

REPORT OF CORPORATE RESOURCES MANAGER

PURPOSE OF THE REPORT

1. To update members with details of the consultation feedback in response to the 2018/19 – 2020/21 three-year strategic plan, incorporating the Integrated Risk Management Plan (IRMP).

BACKGROUND

2. The Fire and Rescue Services Act 2004 requires the Secretary of State to prepare a Fire and Rescue National Framework. The Framework sets out priorities and objectives for fire and rescue authorities who must have regard to the Framework in carrying out their duties.
3. The Fire and Rescue Service National Framework document places a responsibility on all fire and rescue authorities to produce and consult on their Integrated Risk Management Plan (IRMP) which in this Service is incorporated into the Three Year Strategic Plan. These documents direct fire and rescue authorities to:
 - Identify and assess the full range of fire and rescue related risks our area faces, make provision for prevention and protection activities and to respond to incidents appropriately;
 - Work in partnership with our community to deliver our Service; and
 - Be accountable to communities for the service we provide.
4. The Authority must have in place and maintain an IRMP which reflects local needs and sets out how existing and foreseeable risks will be tackled in local communities. The Strategic Plan is reviewed annually to assess the effectiveness of existing arrangements and following this an annual IRMP action plan is developed.
5. The plan consulted on this year was the first of the current Three Year Strategic Plan which will be reviewed and refreshed prior to the 2019/20 IRMP consultation.

CONSULTATION FOR 2018/19

6. The question set consisted of six questions aimed at gauging public perceptions and levels of support rather than consulting on specific issues. It is anticipated that next year's consultation document will be around more specific issues. The consultation concluded on 23 February 2018

7. The consultation considered:
 - How satisfied people were with the three-year plan;
 - How satisfied people were with the service provided by CDDFRS;
 - How satisfied people were that they are well informed of the work CDDFRS is doing;
 - How satisfied they were that CDDFRS deals with what matters;
 - Overall perception of CDDFRS;
 - How safe they feel living in County Durham and Darlington.

8. Various methods of communication have been used in the consultation process and these included:
 - An on-line survey;
 - Safe & Wellbeing visits;
 - Durham County Council and Darlington Borough Council staff;
 - Messages about the survey and links to it from Twitter and Facebook via the Service accounts as well as the partner organisations (listed above);
 - Presentations to various strategic groups of Darlington Borough Council and Durham County Council including Overview and Scrutiny Committees;
 - Presentations at Resident Association meetings;
 - Presentations to 14 Area Action Partnership meetings;
 - Briefings to all CDDFRS staff. Information also included in several staff bulletins;
 - Information to neighbouring fire and rescue services.

CONSULTATION RESULTS

9. 969 completed surveys were received, and details of the responses are set out in Appendix A. The consultation results will be published on the Authority's website and made available in hard copy format if requested.

The number of responses received is significantly higher than the previous three years IRMP consultations (295, 273 and 284 respectively).

We believe this is due to the significant amount of repeated publicity on the service's social media channels as well as asking crews to complete surveys as part of the safe and wellbeing visits.

This increased response means, statistically, we can be more confident in the findings of the survey.

RECOMENDATIONS

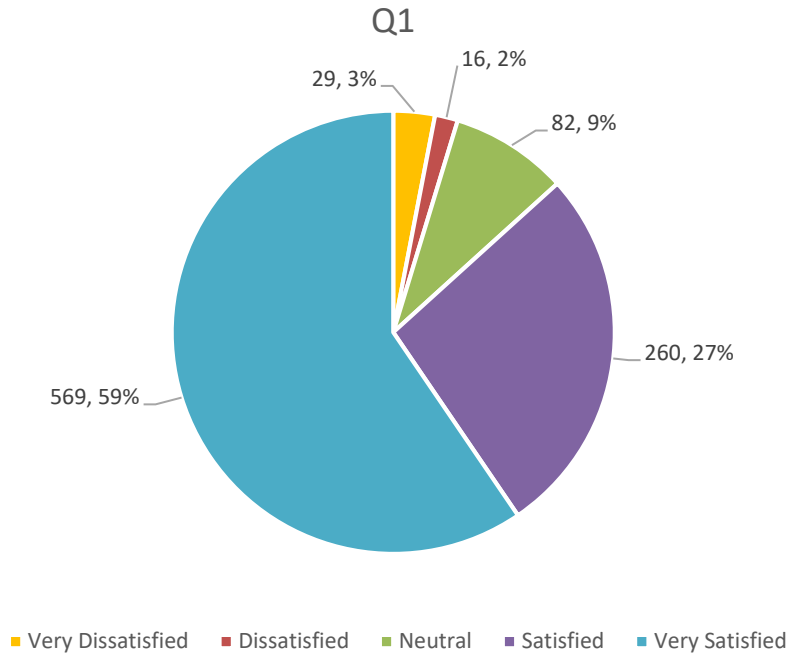
10. Members are requested to **consider** the 2018/19 – 2020/21 three-year strategic plan consultation outcomes as outlined in Appendix A.

Keith Lazzari, Corporate Resources Manager, 0191 375 5580

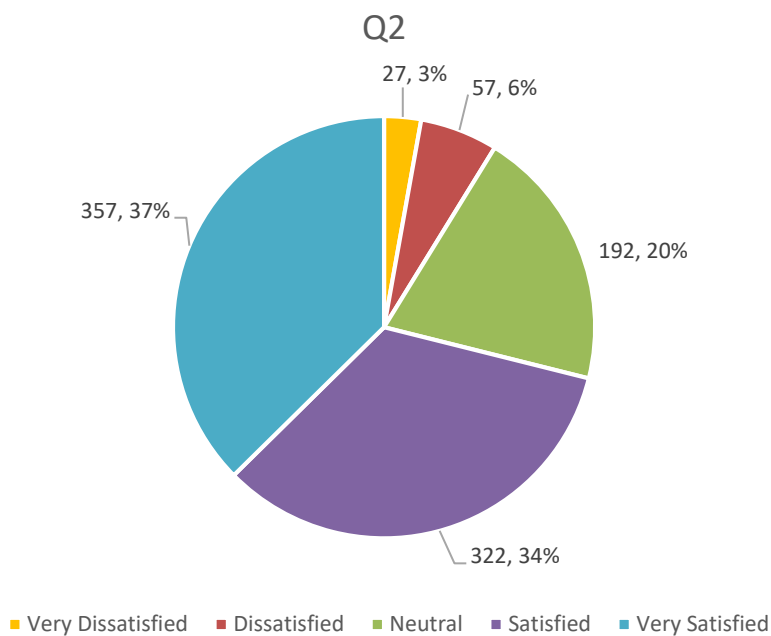
2017/18 IRMP Annual Action Plan Consultation Feedback

The questions asked in the public consultation and the results of public feedback are shown below.

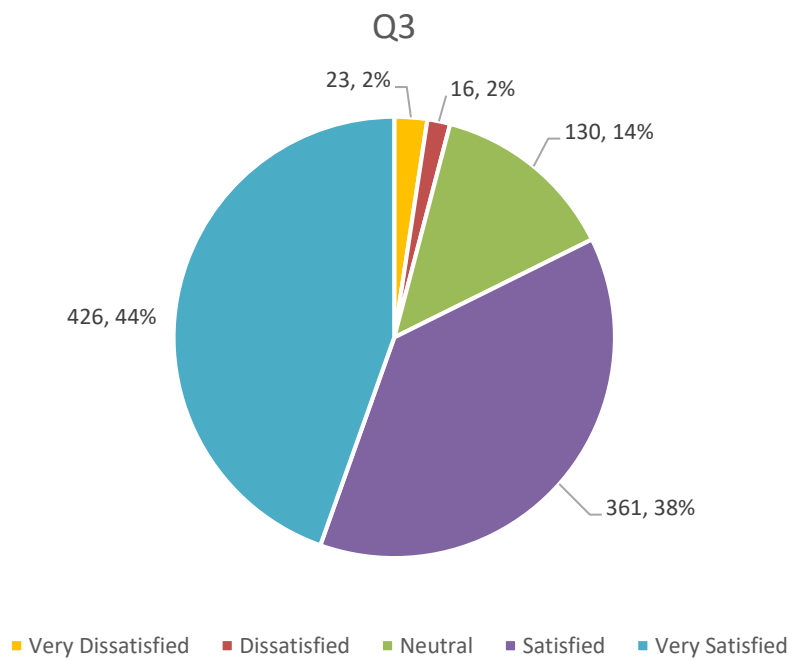
Q1. How satisfied are you with the service provided by County Durham and Darlington Fire and Rescue Service (CDDFRS)?



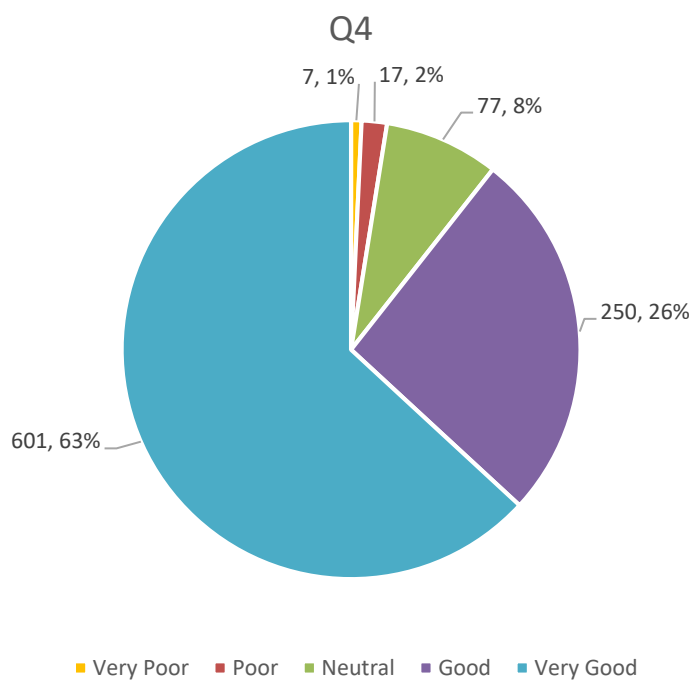
Q2. How satisfied are you that you are well informed of the work CDDFRS is doing?



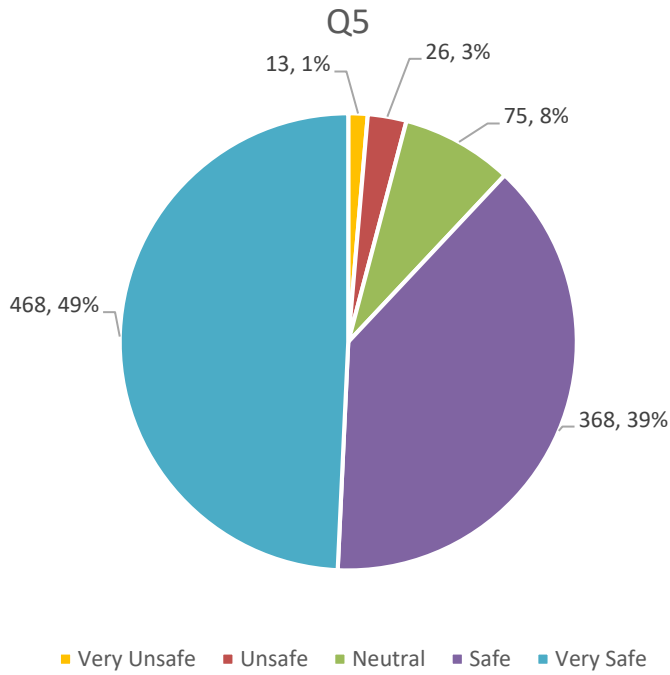
Q3. How satisfied are you that CDDFRS deal with what matters to you?



Q4. Overall what is your perception of CDDFRS?



Q5. How safe do you feel living in County Durham and Darlington?



Q6. How satisfied are you with our Safer County Durham and Darlington plan? This is the plan on our website at www.ddfire.gov.uk/service-plans

