

# **Essex Community Risk Management Plan Survey 2025-2030**

Final Report

21<sup>st</sup> November 2024

Prepared for:-

Essex County Fire and Rescue Service

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# Introduction and methodology

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## Introduction

Essex County Fire and Rescue Service work with partners and the public to make Essex safer through a Community Risk Management Plan. Essex County Fire and Rescue Service (ECFRS) consulted on behalf of the Essex Police, Fire and Crime Commissioner Fire and Rescue Authority (EPFCCFRA) to gather feedback from stakeholders on proposed changes and initiatives that will form part of the Community Risk Management Plan (CRMP) 2025-2030.

This document provides analysis of the Community Risk Management Plan survey results and has been prepared by an Independent Research Consultant. Charts and tables are used throughout the report, along with verbatim quotations, to illustrate the findings.

## Methodology

The survey was hosted online and ran between 3rd October and 17<sup>th</sup> November 2024. The survey detailed 13 proposals and asked for feedback on each of these.

Links to the survey were shared in the ECFRS newsletter, business newsletter and via a press release. The link was also shared on the ECFRS website and to partners and community groups across Essex, MPs and councils. The survey was also publicised across all social media channels, including Twitter, NextDoor, Instagram, LinkedIn and via over 100 community groups on Facebook.

The 13 proposals were also shared individually on social media platforms (Facebook and NextDoor) across the fieldwork period, with participants offered the opportunity to provide their views and feedback on them one at a time.

# Sample

A total of 833 individuals took part in the main online survey.

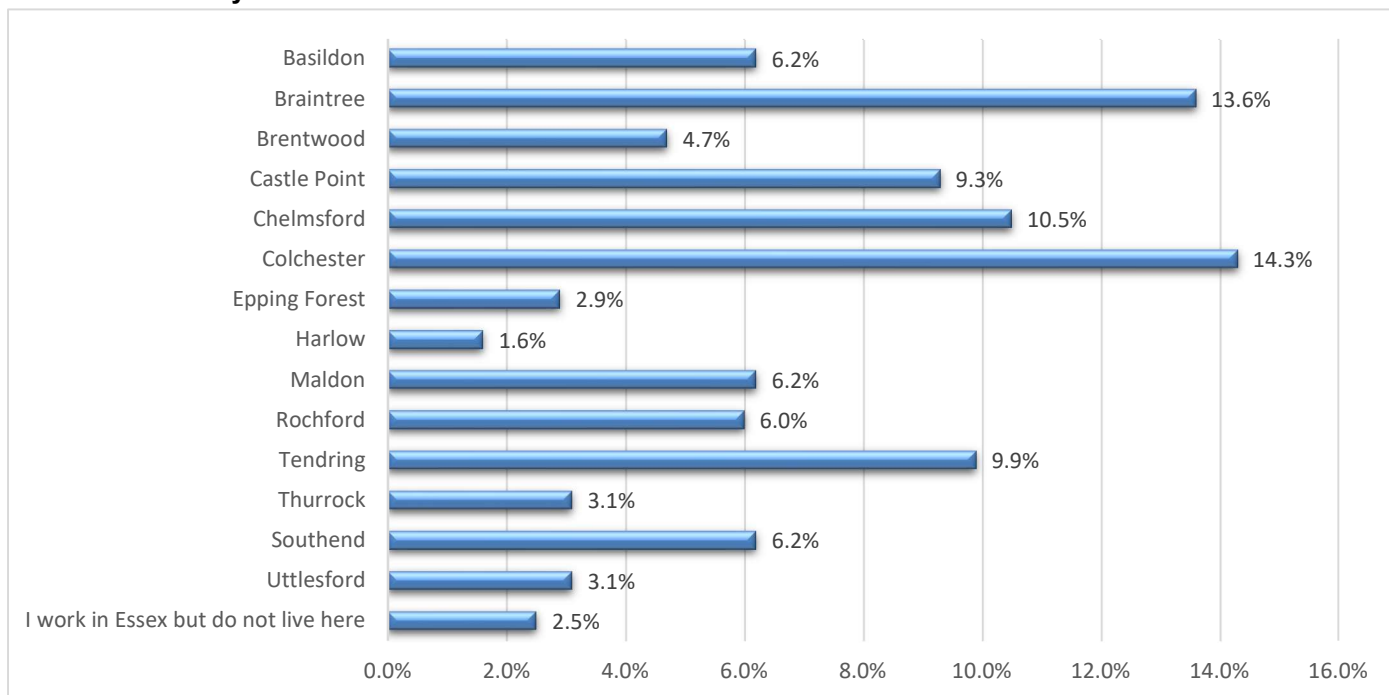
A further 2,847 provided feedback and comments on individual proposals via social media (NB this may not be 2,847 individuals as some may have responded to more than one proposal). The number responding on each proposal via social media ranged from 89 to 295. Demographic details were not collected on social media. Responses to the individual proposals on social media are reported separately throughout the report.

This section of the report details the profile of respondents taking part in the online survey. (NB. Not all respondents completed every question and so sample bases provided throughout the report are those answering each question).

## District

As shown below, highest proportions of respondents lived in Colchester and Braintree, followed by Chelmsford, Tendring and Castle Point.

### Which district do you live in?



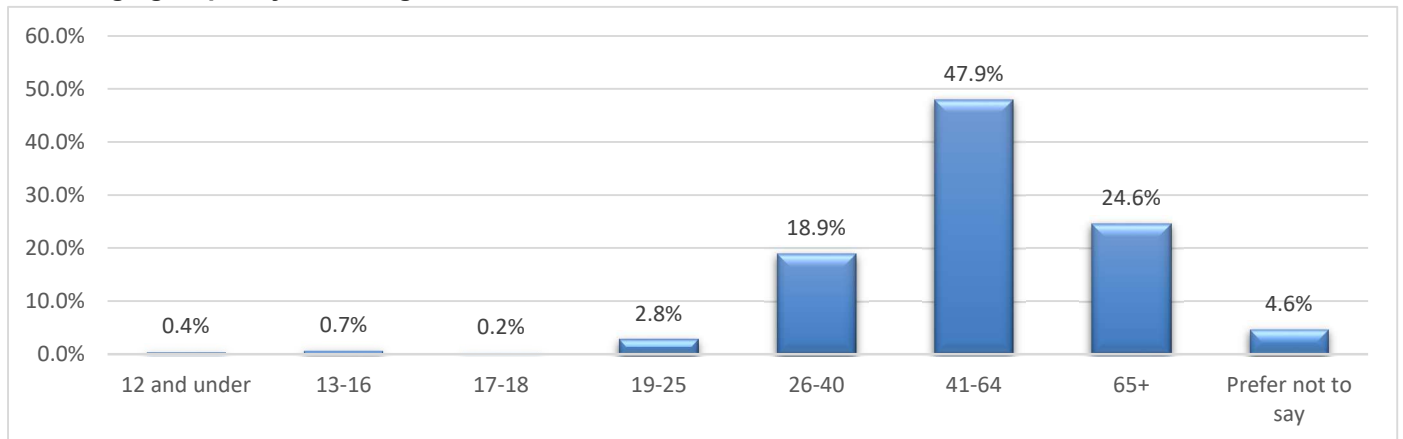
Base: all respondents excluding 'no response' (516)

A small proportion of respondents (2.5%) completed the survey as they work in Essex but do not live in Essex.

## Age

Highest proportions of respondents were in the 41-64 age category.

### Which age group do you belong to?



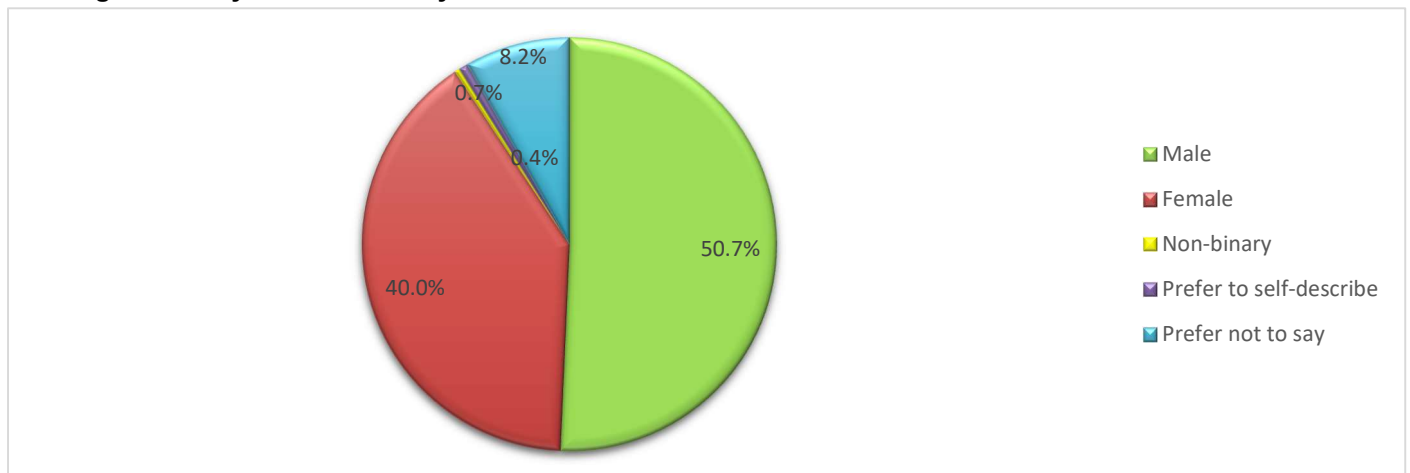
Base: all respondents excluding 'no response' (541)

Some 24.6% of respondents were aged 65 and over, with this similar to population data (ONS population estimates 2022 suggest 20.8% of the Essex population to be aged 65+).

## Gender

Slightly higher proportions of respondents were male (50.7%), with 40.0% female.

### Which gender do you most identify with?



Base: all respondents excluding 'no response' (538)

## Ethnicity

Some 85.0% of respondents were White English, Welsh, Scottish, Northern Irish or British.

To which of these ethnic groups do you consider you belong?

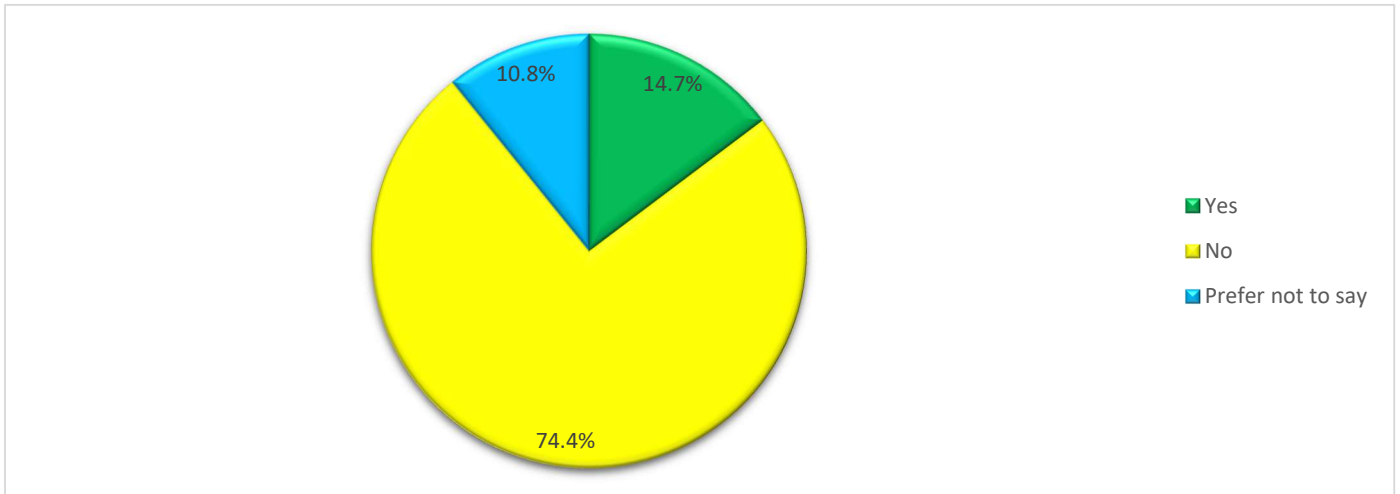
|   | Number of respondents | % of respondents |
|---|-----------------------|------------------|
| <b>White</b>                                      |                       |                  |
| English, Welsh, Scottish, Northern Irish, British | 455                   | 85.0%            |
| Irish   | 3                     | 0.6%             |
| Gypsy/Irish Traveller                             | -                     | -                |
| Any other white background                        | 10                    | 1.9%             |
| <b>Mixed/Multiple ethnic origins</b>              |                       |                  |
| White and Black Caribbean                         | 3                     | 0.6%             |
| White and Black African                           | -                     | -                |
| White and Asian                                   | -                     | -                |
| Any other Mixed/Multiple ethnic background        | 9                     | 1.7%             |
| <b>Asian/Asian British</b>                        |                       |                  |
| Indian  | 3                     | 0.6%             |
| Pakistani   | 1                     | 0.2%             |
| Bangladeshi                                       | -                     | -                |
| Chinese   | 1                     | 0.2%             |
| Any other Asian background                        | -                     | -                |
| <b>Black/African/Caribbean/Black British</b>      |                       |                  |
| African   | -                     | -                |
| Caribbean   | -                     | -                |
| Any other Black/African/Caribbean background      | -                     | -                |
| <b>Other ethnic group</b>                         |                       |                  |
| Arab  | -                     | -                |
| Any other ethnic group                            | 2                     | 0.4%             |
| Prefer not to say                                 | 48                    | 9.0%             |

Base: all respondents excluding 'no response' (535)

## Disability

Some 14.7% of respondents had a disability or long-term health condition.

**Are you disabled or do you have a long-term health condition?**

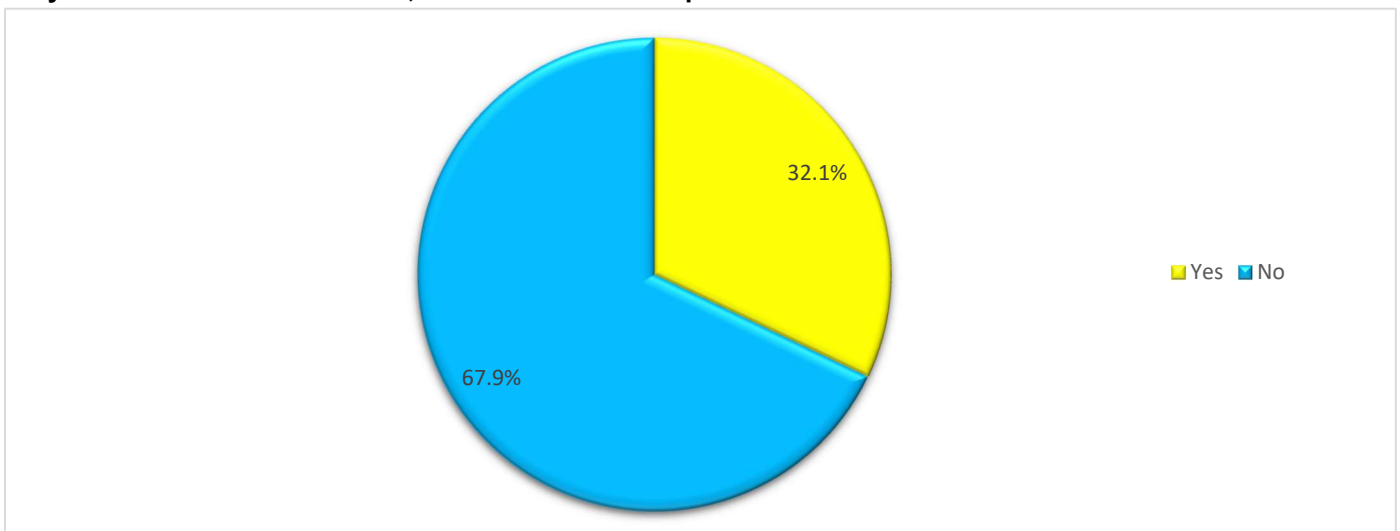


Base: all respondents excluding 'no response' (536)

## Work

Almost one in three (32.1%) of respondents worked or volunteered for ECFRS or worked with ECFRS as a partner.

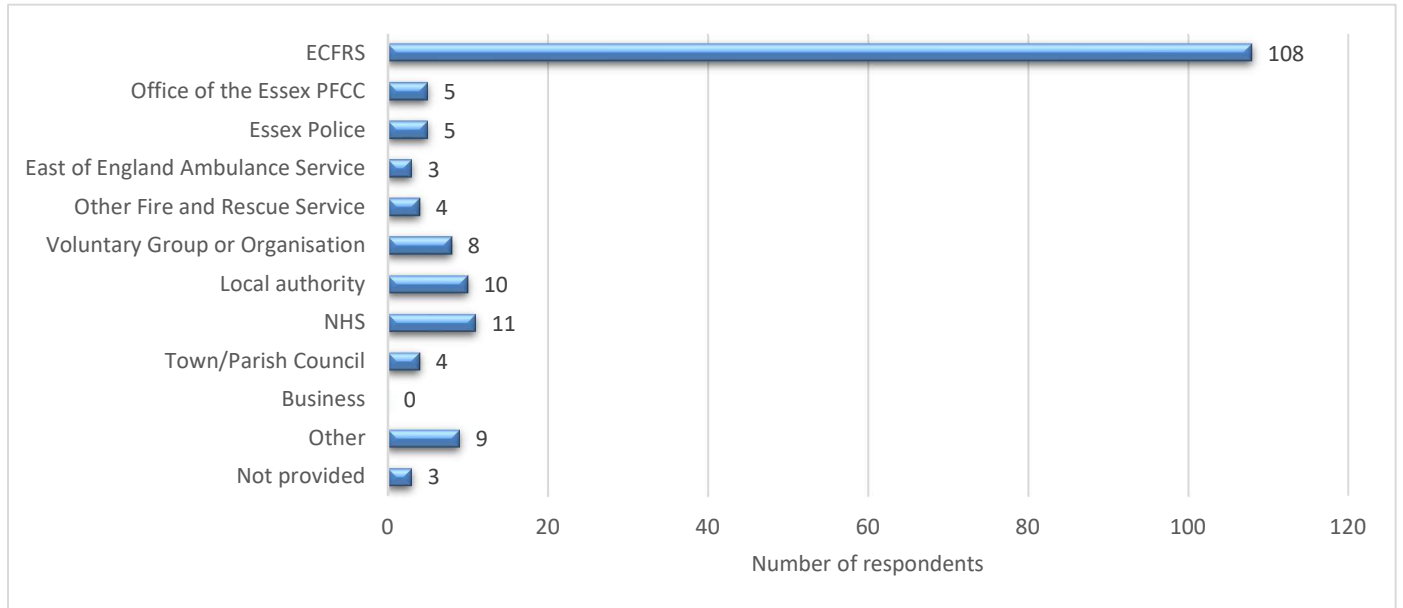
**Do you work or volunteer for us, or work with us as a partner?**



Base: all respondents excluding 'no response' (530)

As shown, the majority suggested they worked or volunteered for ECFRS.

**If yes, do you work or volunteer for:-**



Base: all respondents who work or volunteer for ECFRS or a partner (170)

Analysis of responses of those who work for ECFRS (108 respondents) is provided separately throughout this report.



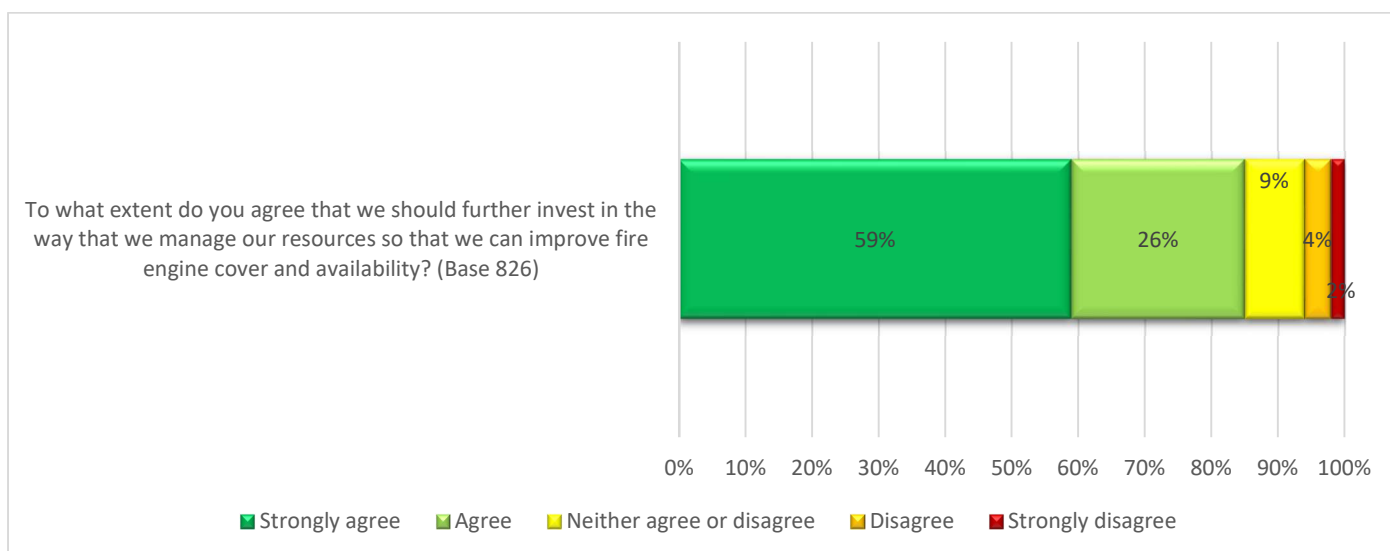
# Proposals

The sections below detail the 13 proposals set out in the Community Risk Management Plan. Respondents were asked to what extent they agreed with a statement (or statements) relating to each proposal and were given the opportunity to provide any further comments on the proposal.

NB Throughout this report, aggregated '% agree' figures are used ('strongly agree' and 'agree'). Where aggregated '% agree' figures do not match separate '% strongly agree' and '% agree' figures shown in the charts, this is due to rounding error.

## Proposal 1

*The proposal to further invest in the way we manage our resources – our systems and people – so we're in the right place, with the right people, providing services to our communities.*



Base: all survey respondents excluding 'no response' (826)

59% 'strongly agreed' and 26% 'agreed' with this proposal, with only 6% disagreeing (4% 'disagreed' and 2% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (95% compared with 85% respectively) along with those aged 65 and over (92% agreed).

Some 82% of ECFRS employees agreed with this proposal, with this similar to the 85% agreeing across the sample overall.

A further 295 people provided feedback and/or comments on this proposal on social media. 80% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 1, with this slightly lower than the proportion agreeing with this proposal in the main survey (85%).

### Additional comments:

**18 respondents referred to the need for more resources, particularly whole-time firefighters**, with a further 8 respondents suggesting the need for more whole-time and less on-call firefighters. Respondents discussed the service having enough appliances, but lacking crews (6 respondents), with 6 respondents discussing the need for less investment in management and more in frontline resources and 1 respondent referring to the need for cuts to operational staff to stop.

*“Employ more whole-time. Stop making cuts on operational staff. Stop prioritising senior leadership pay rises.” (Male, 26-40, Thurrock)*

*“Need more resources, not stretch what you have.” (Information not provided)*

*“Need more whole-time instead of on call which you can’t get cover for.” (Male, 65+, Colchester)*

*“Make sure all your appliances are available and crewed properly, not sitting in fire stations because of lack of crew.” (Male, 41-64, Castle Point)*

*“More engines but what about more staff! Equipment does not deal with an emergency.” (Information not provided)*

**14 respondents felt there was a need for more whole-time covered stations, with a further 9 respondents suggesting the need for station closures/downgrades to on-call to be reviewed and reopened/upgraded to whole-time.**

*“Reduce the number of “On-Call” fire stations and make centrally placed important stations Full Time stations.” (Male, 41-64, Colchester)*

*“Review the previously 'closed' stations that were previously day crewed or whole time. Most standbys of appliances are at these stations. There is nothing wrong with holding hands up and saying that things should revert back to a previous and more 'available' model.” (Male, 41-64, Chelmsford)*

*“Instead of funnelling money to Resource Management perhaps reopen some of the Fire Stations that were closed as the new way forward is not working our local Fire Station does not always have a crew and wait times for Fire engines from other areas is criminal.” (Male, 65+, Maldon)*

Respondents referred to the **requirement for fire cover ‘everywhere at all times’, with reference to not wanting to see a ‘postcode lottery’ (9 respondents)**. They discussed not being able to predict where or when fires would occur (5 respondents) and felt cover should not be reduced to save money (3 respondents).

*“As long as everywhere has fire cover. Nowhere can be without fire cover regardless of day, time, risk etc.” (Male, 26-40, Rochford)*

*“You cannot predict where fires or special services will happen using past data. Of course, deprived areas generally are busier areas, but past data cannot replace the randomness of the unknown. This is just about saving money.” (Male, 41-64, Basildon)*

*“Do not decrease Fire Engines in any area to save money!” (Chelmsford)*

**The issue of availability of on-call firefighters was discussed by 9 respondents**, with others discussing the current response to be too slow (4 respondents) along with the view that appliances were currently travelling too far (6 respondents). Congestion on the roads with increasing amounts of traffic were also discussed here with this increasing the need for appliances to be based locally (5 respondents).

*“Cover has been poor, especially at on call key stations. Number of standbys have been through the roof, removing cover to our own station grounds.” (Information not provided)*

*“In Braintree the fire engine is slow. The town is too congested for the firefighters to attend promptly.” (Female, 41-64, Braintree)*

*“At present it sometimes seems that appliances have a long way to travel for big fires where they need more appliances.” (Male, 65+, Thurrock)*

Respondents shared concerns that making changes under this proposal may result in less cover for low-risk areas (7 respondents) and cover being taken from one area to cover others (7 respondents).

*“This should not be at the cost of lower risk areas by stripping them of resources.” (Rochford)*

*“By putting Fire Engines in “the area of risk” you are implying you’re removing them from an area you don’t deem of risk, preventing that areas cover.” (Male, 26-40, Chelmsford)*

Respondents flagged the need to consider the impacts of changes on the daily lives and/or working practices of staff (7 respondents), with the view that more flexible contracts/pay structure for on-call could potentially increase availability (2 respondents). Reviewing the way on-call firefighters were treated and the behaviour at some on-call stations was discussed here (5 respondents) with 4 respondents keen to see a route to upgrade from on-call/retained to wholetime.

*“The aims are good, but I would like to know the impact on working practices for staff.” (Information not provided)*

*“Think the new contracts and pay structure will help bring a few more people to on call.” (Information not provided)*

*“More recruitment and a pathway from on-call to Wholetime.” (Information not provided)*

Other comments made by respondents regarding proposal 1 included references to demand for the service increasing as a result of new houses/developments (8 respondents), the need to work closely with other emergency services (3 respondents) and more community engagement, including raising awareness of fire safety, being required (6 respondents).

*“As long as you take into account the increased populations around planned developments” (Female, 65+, Tendring)*

*“We have suggested many, many, many times that sharing resources must be the way forward. NOT a combined service, but the emergency services sharing a Fire station. South Woodham Ferrers Fire station could be used as a pilot for this as it already has the Coast Guard and Red Cross vehicles stationed there. With the addition of the police and the Ambulance Service using the ‘Emergency Response Station’ it would indisputably serve the community.”  
(65+, Chelmsford)*

*“Get the message out to grass roots residents by explaining basic fire safety principles and practices by speaking at local community meetings, such as u3a monthly meetings and also residents of tower blocks so that communities help you by putting those principles and practices into action.” (Male, 65+, Castle Point)*

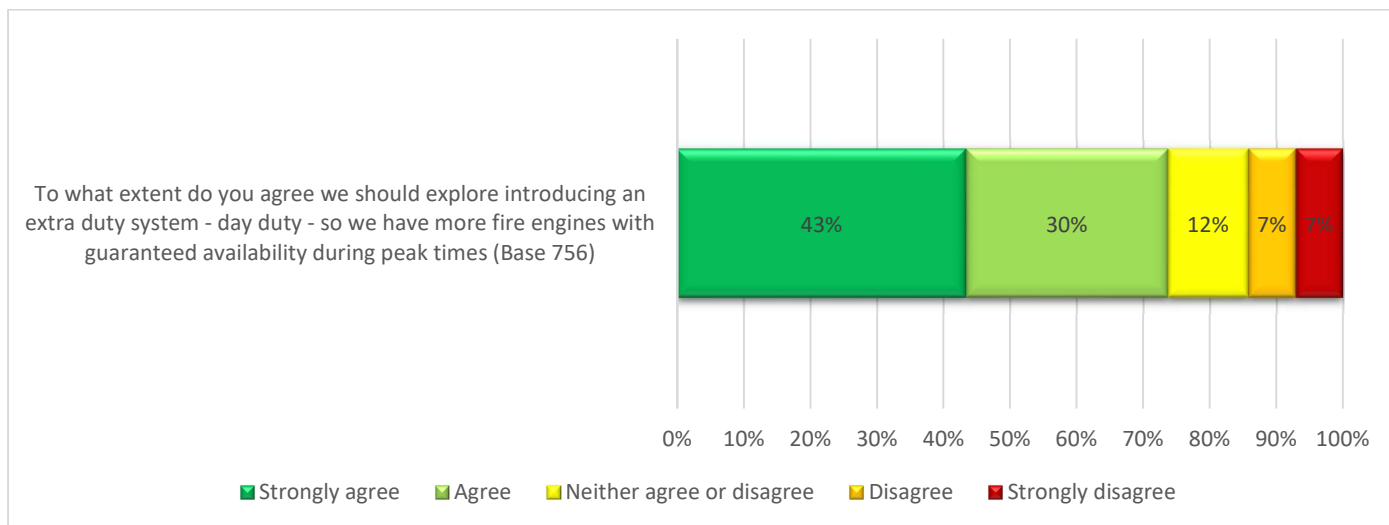
Some 21 respondents commented that they lacked the knowledge or understanding to make informed comments on the proposal, with 3 respondents commenting here that they did not want to see an increase in council tax to deliver this proposal.

*“The proposal is too vague. Nobody would disagree more appliances are required and that they are located in the correct location but without sufficient substance to the proposals it is not possible to agree or disagree.” (Male, 26-40, Maldon)*

*“If this increases our council tax anymore, it won’t go down very well.” (Male, 41-64, Tendring)*

## Proposal 2

**The proposal to explore how we can increase the number of available fire engines and firefighters to deliver prevention, protection and operational response activities at peak times. For example, through introducing a day duty system.**



Base: all respondents excluding 'no response' (756)

43% 'strongly agreed' and 30% 'agreed' with this proposal, with 14% disagreeing (7% 'disagreed' and 7% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (85% compared with 71% respectively) along with those aged 65 and over (78% agreed).

A similar proportion of ECFRS employees (71%) agreed with this proposal as in the sample overall (74%).

A further 232 people provided feedback and/or comments on this proposal on social media. 77% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 2, with this similar to the proportion agreeing with this proposal in the main survey (74%).

### Additional comments:

**20 respondents suggested this proposal to be 'doing a U-turn' or 'going back to the old model'**, with a further 2 suggesting day crewing should not have been replaced by on-call.

*"We were told that the day duty system would never be used again and that it was not a solution to our issues. We now see the service doing a back turn and looking to implement it again. Our service feel like they are not being listened to." (Male, 26-40)*

*"Day crewing should have never been replaced by on-call crewing." (Maldon)*

**Some supported the proposal with the caveat that the extra 'day duty' would be in addition to whole-time – not replacing it (11 respondents).** The need for fire cover everywhere at all times was again referred to here (8 respondents), with concern also raised as to where the firefighters for the new duty system would come from (5 respondents). The need to ensure current wholetime firefighters were fully utilised was also referred to here (2 respondents).

*“These should be in addition to wholetime stations maybe replacing poorly crewed on call stations.” (Male, 26-40, Colchester)*

*“You need them 24hrs not just daytime.” (Female, 41-64, Tendring)*

*“I’m not sure of the need to introduce a third shift system when you already have two shift systems that work day to day. How will these additional roles to fill a 12-hour shift be covered? Will it mean taking away staff from one shift pattern to the new shift pattern. No clarity about where the new shift pattern will be introduced, and therefore no guarantees it will improve my local cover.” (Male, 26-40, Rochford)*

*“Consider how to best utilise people off the run to actively support coordinated community engagement activities and initiatives throughout the county.” (Female, 41-64, Braintree)*

**13 respondents were concerned as to what would happen during the ‘other 12 hours’ or during the night, with questions raised regarding how this would impact upon night cover.** Others stressed the need for on-call to be in place to cover after day duty finishes (2 respondents), with concern raised that this proposal may have negative impacts on on-call firefighters which could lead to them becoming disengaged and/or not wanting to ‘pick up scraps’ (4 respondents).

*“Day crew system only solves half the issue. What about the other 12 hours.” (Male, 26-40, Thurrock)*

*“A day manning system does work as long as you have a on call system in place to operate when the day crew knock off.” (Information not provided)*

*“Need to be careful that you don’t fall into unintended consequences. Putting a day crew fire engine into currently on call fire stations will initially improve appliance availability but will have a knock-on effect on the earnings capacity of surrounding on call crews as it will reduce their calls. This in turn will have a detrimental effect on the availability of those on call appliances as staff will see less benefit from being available, leading to a potential reduction in the overall number of appliances you have at any time.” (Male, 41-64)*

*“A day duty system would disengage the On-Call system who are less likely to want to pick up the scraps of what is left by the Day Duty system.” (Male, 26-40, Maldon)*

**Fourteen respondents shared the view that 12-hour shifts were not family friendly and/or impacted on wellbeing,** with smaller numbers suggesting 12-hour shifts were simply ‘too long’ (8 respondents), with questions raised as to what happens if they are called out towards the end of their shift. **Others discussed the need to consider if firefighters were happy with this change (12 respondents).**

*“A 12-hour shift is not entirely family friendly for our firefighters.” (Female, 65+, Tendring)*

*“I’m not sure how this can work? Surely if you need these people to be completely fresh to make good decisions then a 12-hour shift is too long ??” (Female, 41-64, Colchester)*

*“Also, what would happen if they were to get a call out when walking out the door - their 12 hours could result in 17 hours shifts.” (Female, 26-40, Braintree)*

*“Ask the firemen what they think.” (Female, 41-64, Work in Essex)*

**The need for more whole-time crews and investment in whole-time firefighters was again raised here (9 respondents),** with the need for more wholetime stations (8 respondents) and more firefighters on the ground rather than managers/management (6 respondents).

*“Hire more wholetime firefighters. Rather than continuing with models that don’t work (On Call) and try to find new ways of cutting costs, deliver the service the nation expects and fight for the funding. This is a service and should be seen as such NOT A BUSINESS.” (Male, 26-40, Colchester)*

*“There is only one system that provides guaranteed cover and that is the whole time!” (Male, 65+, Tendring)*

*“Make more stations wholetime with the current shift times so there will always be a fire engine and firefighters available.” (Male, 26-40, Harlow)*

*“No to the increase in Management levels, it’s the Firefighters on the ground that is needed most.” (Male, 65+, Castle Point)*

**10 respondents felt the current on-call system needed to be refined and so felt other options needed to be looked at, with a further 9 respondents suggesting the need for a more flexible approach to make it easier for more people to sign up/be on-call firefighters.** This proposal resulting in having more people to call on was seen as a positive (5 respondents), with others feeling any improvements to the current on-call system would be good (3 respondents). The potential to consider offering incentives to companies releasing employees for on-call duty was also raised by 1 respondent, with a further 4 respondents commenting that there needed to be a route for on-call/retained firefighters to become wholetime.

*“The Retained/On Call system simply doesn’t work in this day and age! More exploration on other types of duty system MUST be carried out.” (65+, Chelmsford)*

*“We need to explore all crewing systems and engage with other authorities. We need to make it as easy as possible for people to work for us when they can and when we need them.” (Male, 41-64)*

*“I believe the on-call system needs refining due to the long hours the on-call firefighters have to be available. It inhibits their lives and family time and could be the reason that not all the vacancies are filled for on-call firefighters. A 12-hour system may help address this.” (Female, 41-64, Maldon)*

*“If this is guaranteed to be an extra duty and not the first step to reducing the current coverage it is a good idea. Surely having more people to call on at any time can be nothing but positive.” (Male, 41-64, Brentwood)*

*“What is needed is incentive for employers to release Firefighters to respond possibly tax breaks. Also, promotion of companies that do release personnel.” (41-64, Maldon)*

Concern was raised by 2 respondents that this change had not worked in other areas, with 1 respondent feeling this should be implemented in densely populated towns/cities, but not in rural areas.

*“London changed to this duty system and from what I gather the operational crews hate it. Totally understand un-family friendly.” (Information not provided)*

*“This appears to have had minimal success in London and hasn’t increased the amount of community safety work completed.” (Male, 41-64, Castle Point)*

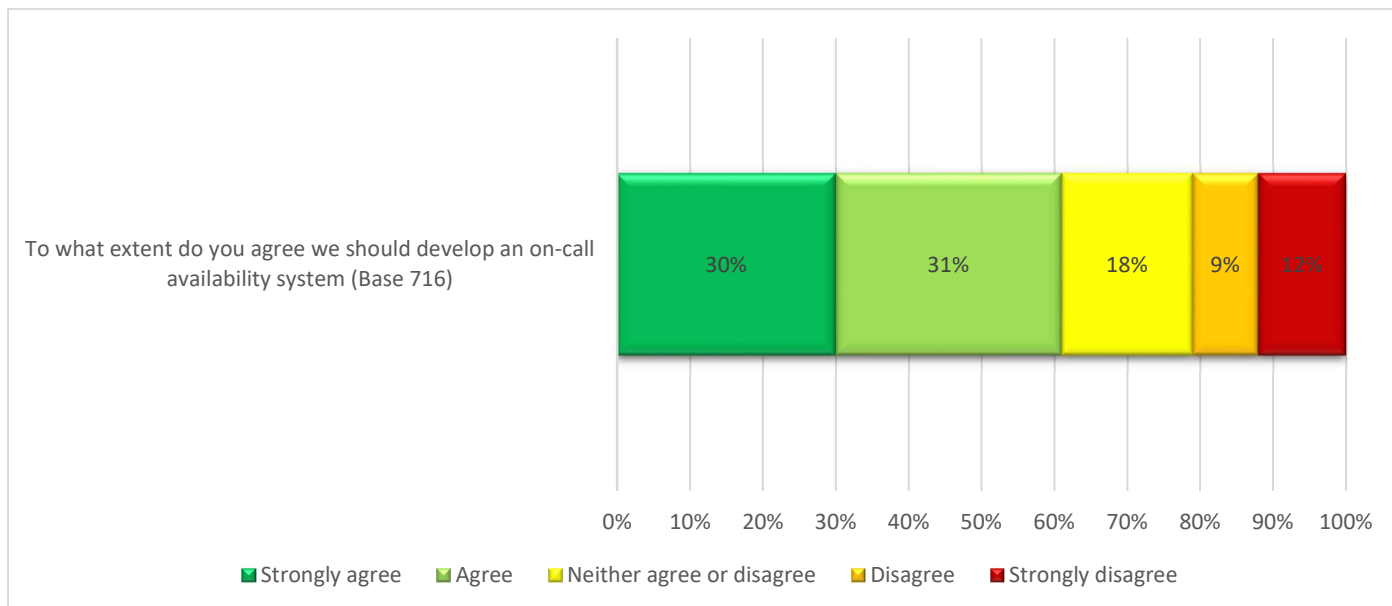
*“This should be implemented in densely populated towns and cities, but less so for rural areas.” (Female, 41-64, Rochford)*

16 respondents commented here that they felt the proposal was vague and/or they lacked the knowledge to make informed comments.

*“Once again there is not enough detail to make a solid judgement on this. For example, where would this system be implemented? At certain stations or across the board? It says there’d be no change to the number of appliances across Essex so does this involve reallocating machines/crews from other stations?” (Male, 41-64, Maldon)*

## Proposal 3

**The proposal to develop greater flexibility in how we use our people to optimise operational capacity and resilience, such as through an on-call tiered availability model.**



Base: all respondents excluding 'no response' (716)

30% 'strongly agreed' and a further 31% 'agreed' with this proposal, with 21% disagreeing (9% 'disagreed' and 12% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (72% compared with 55% respectively). Lower proportions of those aged 26 to 40 agreed with this proposal (52%).

Some 60% of ECFRS employees agreed with this proposal, with this similar to the 61% agreeing across the sample overall.

A further 212 people provided feedback and/or comments on this proposal on social media. 59% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 3, with this similar to the proportion agreeing with this proposal in the main survey (61%).

### Additional comments:

3 respondents supported this proposal in commenting that the current system did not work and therefore it was necessary to try something else. Other respondents suggested a trial period would be required (2 respondents), with others **supporting the proposal but with a caveat that it did not reduce the time taken to attend incidents (8 respondents)**.

*"Something needs to change, as the current system clearly doesn't work anymore." (41-64, Colchester)*

*"I agree this may work but with limited information it's hard to be totally positive, it sounds confusing and would need a trial period to see if it works." (Information not provided)*

*"As long as it doesn't affect timings that fire appliances attend incidents." (Male, 65+, Southend)*

Those who supported the proposal felt **more flexibility was needed and would help the on-call model (10 respondents)**, with this helping with recruitment (7 respondents) and providing the opportunity for those who were not

able to commit as many hours as required currently to help (3 respondents). 1 respondent also saw the opportunity for those who were available to be able to add relief elsewhere when a full crew was not available to be a positive.

*“That would work so much better with on-call personal as to increase the availability of appliances across Essex. As a on-call firefighter I work in different locations for my day job and can respond to a different station closest to me and keep their truck on the run.” (19-25)*

*“I don’t live within 5 minutes of a fire station but am within 10 mins of Grays and 15 mins of Orsett - would be keen to be on call and have FRS experience with LFB and currently work within Fire Safety.” (Information not provided)*

*“Agree know of people that live further than 5 minutes but would like to assist.” (Female, 41-64, Braintree)*

*“On call firefighters are key to a county like Essex with rural areas. I agree with the proposal but would like others to be explored more as well. For example, more flexible availability i.e. firefighters who may only be available at weekend would still be of value.” (Information not provided)*

*“Some appliances are not available due to lack of firefighter, availability, no driver or no officer in charge or a combination of more than one of these. On call firefighters would not reach another station in current timescale for an emergency turnout. But may be available for relief to make up a crew.” (Male, Basildon)*

**9 respondents acknowledged the current system did not work but did not feel that this proposal would solve the problem.**

*“Again, this will not work unless you put time and effort into solving the On Call retention issue.” (Male, 41-64, Southend)*

**Others felt more strongly that on-call did not work/should be phased out (9 respondents)**, with 3 respondents not supporting further reliance on on-call. **18 respondents again stated their preference here for more whole-time firefighters**, with 1 commenting on the need to increase the frontline and reduce management.

*“Stop trying to push that on call is the saviour of the fire service it is outdated and is getting worse month by month, but no one will admit this.” (Information not provided)*

*“I have concerns about the growing use of on call firefighters due to the increased response time.” (Male, 41-64)*

*“Like the other emergency services, the fire department should be staffed by full time employees on a shift system.” (Information not provided)*

*“Less on call reliance and more whole time paid by reducing amount of managers.” (Male, 65+, Colchester)*

Concern was raised by individual respondents that this proposal would be very reliant on ‘excellent management’ (1 respondent) and would increase the workload for on-call station managers (1 respondent). Other concerns raised included using on-call from different locations meaning they would not be available in their local area when required (3 respondents) and whether employers would be happy to support the revised system (4 respondents).

*“Do not like the idea of a delayed response this relies entirely on excellent management.” (Information not provided)*

*“As a manager of an on-call station this would be adding more challenges to the ever increasing workload and availability challenges that we already have.” (Male, 26-40)*

*“If personnel are taken from the roster of on-call service of a different Station, does that not deplete the availability of that Station to respond if an emergency arises within their area?” (Female, 65+, Braintree)*



*“A primary employer may be happy to accommodate emergencies but not, for instance, happy for that individual to be away from their primary employment to keep an appliance available in a different area.” (Female 41-64, Uttlesford)*

*“Many join to protect their local area. Businesses will not allow movement to a different area.” (Male, 26-40, Colchester)*

2 respondents questioned the logistics of equipment for firefighters being available at different stations. Others raised concern that this may reduce flexibility for on-call firefighters (1 respondent) with 7 respondents sharing the view that this may lead to increased delayed availability but decreased immediate availability.

*“Don’t think this is very practical and would mean any on call firefighter involved would have to have fire gear at two stations.” (Information not provided)*

*“How would PPE be made available for any FF who is available at a different station? (incorporating the no time to lose campaign).” (Male, 41-64, Chelmsford)*

*“I agree with this however, there needs to be a better availability system first part of the reason people join on call is it allows flexibility and I believe this may restrict on that a bit for last minute changes if something is pre planned.” (Male, 26-40)*

*“It wouldn’t improve overall availability for immediate response in fact it could go the other way and make it easier for on call staff to be available for a longer turn out time.” (Male, 26-40)*

*“How will this work contractually? If I give 120 hours/week on a delayed response, will I have fulfilled my contractual requirements? If not, why not? This may lead to an increase delayed appliance availability, but decrease in immediate (5min) appliance availability? Rather than booking off to go the gym, I’ll just booked 1 hour delayed, increase my personal availability but decrease my station/appliance availability.” (Male, 41-64)*

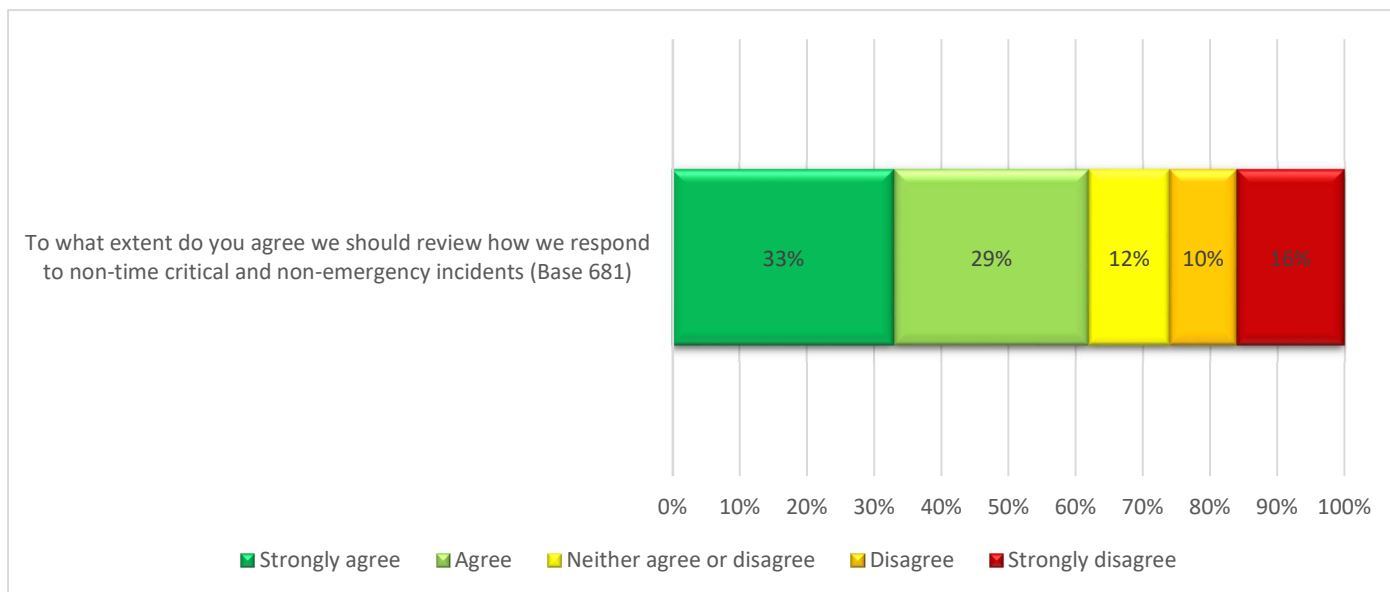
4 respondents commented here that pay increases were required, with concern also raised that on-call could currently earn more than wholetime firefighters (1 respondent).

*“This is not fixing what’s broken, on call worked years ago, more money needed and people will commit.” (Information not provided)*

*“What about working hours who’s going to manage that? At present you have on call doing nights on standby sometimes over 15 hours going from one station to another earning more than a wholetime firefighter.” (Male, 41-64)*

## Proposal 4

**The proposal to protect frontline fire engine availability by reviewing how we respond to non-life risk incidents.**



Base: all respondents excluding 'no response' (681)

33% 'strongly agreed' and 29% 'agreed' with this proposal, with one in four (26%) disagreeing (10% 'disagreed' and 16% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (83% compared with 54% respectively) along with those aged 65 and over (75% agreed).

A lower proportion (46%) of ECFRS employees agreed with this proposal, compared with 62% agreeing across the sample overall.

A further 268 people provided feedback and/or comments on this proposal on social media. 67% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 4, with this higher than the proportion agreeing with this proposal in the main survey (62%).

### Additional comments:

**32 respondents supported the approach to use smaller vehicles and/or numbers of firefighters for non-critical incidents. Others shared this view with the caveat that it did not pose a risk to the safety of firefighters (8 respondents).**

*"Good idea, other services around the UK have demonstrated for years the value of lightweight pumping appliances crewed by smaller teams who can respond to small scale incidents." (26-40, Maldon)*

*"Smaller response vehicles makes sound sense for something like a wheelie bin fire or gain entry to health emergency." (Male, 26-40, Brentwood)*

*"As long as the safety of personnel is not compromised." (Male, 65+, Braintree)*

1 respondent felt small vehicles could also help with prevention work and community engagement, with others suggesting they could be used to support other emergency services (2 respondents).

*“Smaller vehicles to respond would be a great opportunity to get in the community and prevention.” (Female, 41-64, Braintree)*

*“Fires are reducing, non-special incidents are increasing. Probably false alarms too. There needs to be a switch to supporting other emergency services that are overwhelmed, with incidents that FRS can support, similar to US model.” (Female, 26-40, Tendring)*

**27 respondents who disagreed with this proposal raised concern that small fires could easily escalate into bigger fires, with others sharing the view that reducing the number of crews attending was not safe for firefighters or the public (19 respondents).** Respondents discussed the need for **all calls to receive fully equipped and trained crews (8 respondents)** and did not support what they felt was saving money at the risk of safety (3 respondents).

*“I went to many incidents that were reported as a minor fire that either wasn't minor or started as a smaller fire that led to a major incident. Sending fewer firefighters to incidents is nothing more than a cost cutting.” (Male, 41-64, Basildon)*

*“Small incidents or incidents reported by members of the public can quickly turn into major incidents, this proposal could leave crews under resourced putting them and the public at risk.” (Male, 41-64, Basildon)*

*“Ultimately you are reducing safe systems of work with reduced crews.” (Castle Point)*

*“All types of calls should be treated with the same priority with a fully equipped and trained crew.” (Male, 41-64, Tendring)*

*“Having these delayed non time critical incidents sounds like a dangerous game.” (41-64, Brentwood)*

7 respondents were concerned what impact this proposal would have on the availability of large engines and **what would happen if a small appliance needed to divert to a priority call or passed an incident on the road (8 respondents)**, with this potentially putting small crews under pressure (5 respondents). Others discussed this model having not worked in other areas (4 respondents).

*“Surely if you were sending out available crews in smaller vehicles then you could be taking the appliance off the run?” (Colchester)*

*“This would only work with increased watch number so that we could primary crew vehicles and not affect appliance availability when a light vehicle is on a 'non-emergency' call.” (Male, 26-40)*

*“If a reduced crewed fire appliance was sent to an animal rescue, but then a priority call comes through, how would this crew be expected to respond? Would they have to return to station to collect additional crew members?” (Male, 41-64, Southend)*

*“Secondary fires can quickly change into primary fires. This would put the initial 'small' crew under immense pressure. Animal rescues and health issues require a minimum of four, so leave 'as-is'.” (Male, 41-64, Harlow)*

*“This has been unsuccessful and at times dangerous where tried in other parts of the country, the availability is too poor and the risk too high in Essex to warrant such a cost cutting measure.” (Male, 26-40)*

3 respondents referred to the expense of purchasing smaller appliances, with respondents stating their preference for money to be spent on more wholtime resources/appliances. **Others again took the opportunity here to re-state the requirement for more whole-time crews (8 respondents).**

*“I don't like this idea as sounds an expensive proposal, additional outlay for smaller appliances, recruitment for extra personnel to cover these new appliances or the calling in of on call personnel to cover crews manning smaller appliances if short crewed.” (Information not provided)*

*“If there were enough operational wholetime firefighters none of these issues would even be up for debate.”  
(Information not provided)*

5 respondents shared the view here that they did not feel the Fire Service should be responding to non-emergency calls, with the need for the service to focus on frontline fire service priorities until the financial climate and/or funding improved (2 respondents). 1 respondent also suggested the potential here to charge people for non-emergency call outs.

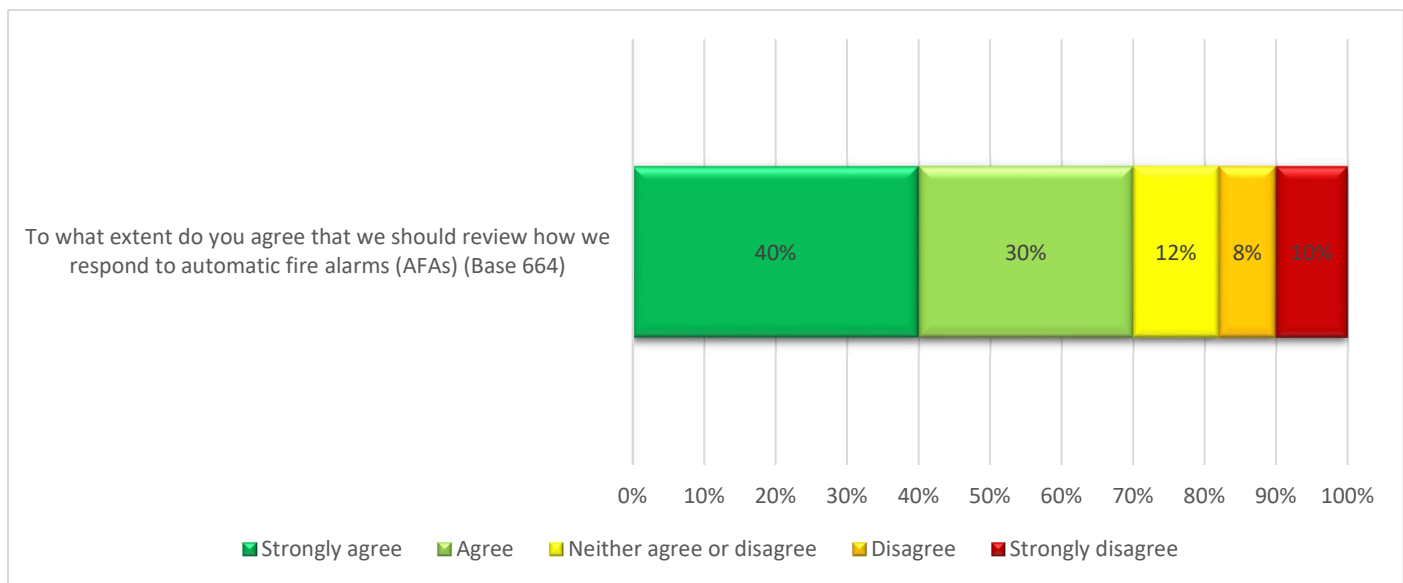
*“If it’s not time critical or an emergency why are you making an attendance, should be an emergency service.” (41-64,  
Colchester)*

*“Unfortunately, the service might have to refrain from some of the less important initiatives for now and focus on delivery of a front line fire service until financial climate or funding changes.” (Information not provided)*

*“Charge the people for the call out for a non-emergency.” (Information not provided)*

## Proposal 5

**The proposal to consider amending our approach to how we respond to automatic fire alarms (AFAs).**



Base: all respondents excluding 'no response' (664)

40% 'strongly agreed' and 30% 'agreed' with this proposal, with 18% disagreeing (8% 'disagreed' and 10% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (86% compared with 62% respectively) along with those aged 65 and over (80% agreed).

Some 59% of ECFRS employees agreed with this proposal, with this lower than the 70% agreeing across the sample overall.

A further 206 people provided feedback and/or comments on this proposal on social media. 73% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 5, with this similar to the proportion agreeing with this proposal in the main survey (70%).

### Additional comments:

**20 respondents who disagreed with this proposal felt the Fire Service should attend all alarm calls, with there being too much risk associated with not doing so**, with concern regarding the fallout if this was to go wrong (2 respondents). 2 respondents referred to this as a 'money saving exercise putting lives at risk', with **further delay if the AFA was a fire/life risk (11 respondents)** and the view that a false alarm is only a false alarm once attendance has confirmed this (5 respondents).

*"Are you suggesting not attending Automatic Fire Alarms? What about hospitals, hotels, care homes!! This is disgraceful and will ultimately lead to more deaths." (41-64, Tendring)*

*"Every second counts, it's a big risk to hope it not a fire." (Male, 41-64, Epping Forest)*

*"AFA calls do generate a lot of calls however if the changes lead to an incident going wrong can you imagine the fallout." (Male, 41-64)*

*"This is a money saving exercise, you will be putting lives in danger!" (Chelmsford)*

*“If there is a fire at the premise, doesn’t this significantly reduce the window of opportunity to extinguish the fire?”  
(Male, 26-40, Rochford)*

*“An AFA is only deemed to be a false alarm once attendance has confirmed this.” (Information not provided)*

3 respondents felt this proposal was putting a lot of trust in people/the public, with 4 respondents suggesting the response had already been downgraded to one appliance, with the need for high risk to still receive a response (2 respondents) and this potentially being an option in some, but not all situations (5 respondents).

*“Putting a lot of trust in the public.” (Male, 26-40, Colchester)*

*“You’ve downgraded your attendances already to one appliance. That’s a suitable response.” (Information not provided)*

*“Some premises that are high risk should still receive a response.” (Male, 41-64, Maldon)*

*“This should only apply when non-residential buildings are occupied. E.g. Commercial buildings during working hours. It should not apply to residential properties if it cannot be determined why a smoke detector has activated.” (Male, Basildon)*

Those who agreed with this proposal felt it was worth considering or looking into further (7 respondents), with 3 respondents concerned that false AFAs meant crews were potentially further away when a genuine emergency occurred.

*“There are too many false alarms, so something has to change.” (Female, 65+, Colchester)*

*“Sounds like a review of this process would be highly beneficial for many reasons. Is there no way of utilising CCTV where possible of areas to capture the incident to aid a decision?” (Female, 41-64, Maldon)*

*“I think the automatic fire alarms are good but there needs to be a level of responsibility from the property owner to confirm if there is an actual fire before deploying a fire engine as it could be a hoax or a faulty alarm which as you stated could take a fire appliance away from an actual real emergency with lives at risk.” (Information not provided)*

**11 respondents felt the Fire Service should only respond to human confirmation or verification**, with others feeling a responsible person should be able to confirm (7 respondents) or cancel (6 respondents) an automatic fire alarm.

*“Absolutely do this as standard - so many call outs to non-incidents and false alarms. I think that is should be standard that people have to ring 999 if there is a fire / incident, rather than an alarm direct to the fire service.” (Female, 41-64, Braintree)*

*“Unfortunately, automated fire alarm do potentially waste resources so perhaps a verification call could be made first before more than resources are committed to the task.” (Male, 41-64, Chelmsford)*

*“A responsible person should be able to confirm no fire. Surely, if there is a fire then someone should be dialling 999.” (Female, 41-64, Brentwood)*

*“I work for hospitals and the fire service come out regularly for false alarms and agree there should be a method of quick contact to confirm false alarm to mitigate risk of attending wasting resources.” (Female, 41-64, Maldon)*

**15 respondents raised the possibility for people to be charged for false alarms (potentially after a certain number of calls)**, with the need for property owners to take more responsibility (1 respondent). 4 respondents felt more prevention work should be completed, with businesses being contacted and alarms at businesses being checked more regularly.

*“Charge them from the second false alarm, this would focus their attention.” (Male, 65+, Thurrock)*

*“Agree, property owners should have more responsibility to ensure alarms are suitable for purpose.” (Male, 41-64, Harlow)*

*“Other fire services work with the building owner to reduce the unwanted AFA's. Does Essex? What is the success rate?” (Male, 41-64, Colchester)*

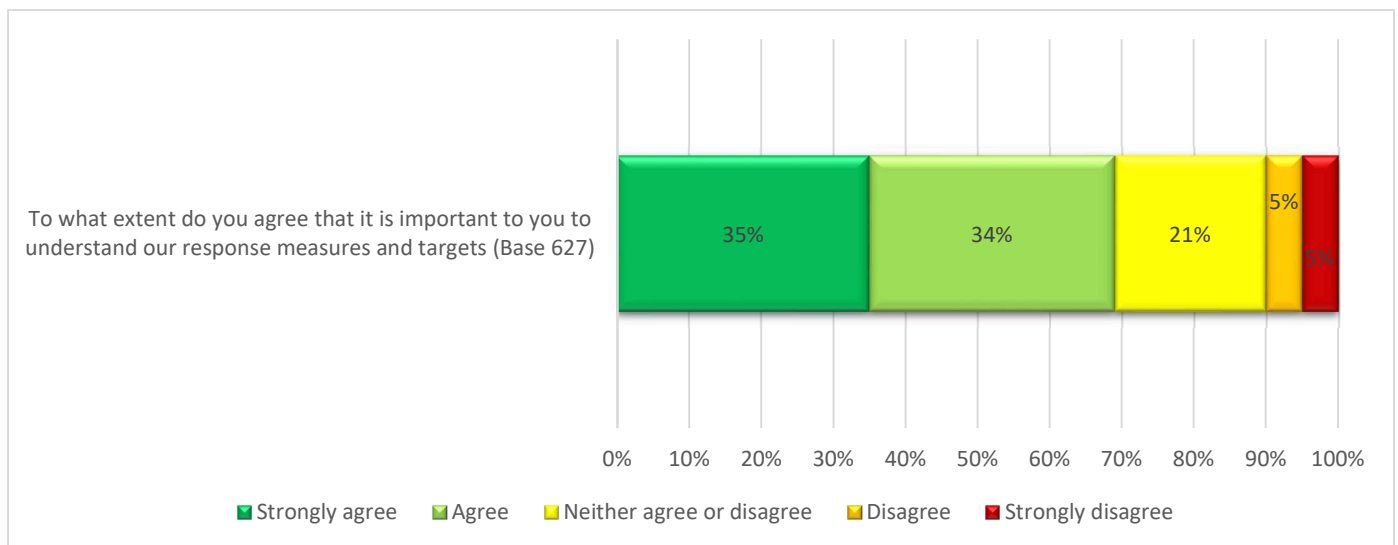
**Other respondents suggested smaller vehicles and/or crews could be sent to automatic fire alarms (9 respondents),** with 3 respondents suggesting this change had worked in other areas.

*“As to proposal 4 a smaller vehicle with smaller crews could be assigned AFAs to get an initial response and make up when needed.” (Male, 26-40, Colchester)*

*“Welcome this approach - London Fire Brigade have implemented a similar system in that they will not send fire appliances and crews to AFA calls during daytime hours unless an actual fire is reported. Same should apply here.” (Male, 41-64, Tendring)*

## Proposal 6

**The proposal to review the measures and targets for operational response attendance times.**



Base: all respondents excluding 'no response' (627)

35% 'strongly agreed' and 34% 'agreed' with this proposal, with only 10% disagreeing (5% 'disagreed' and 5% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (81% compared with 65% respectively) along with those aged 65 and over (76% agreed).

Some 63% of ECFRS employees agreed with this proposal, with this slightly lower compared with the 69% agreeing across the sample overall.

### Additional comments:

4 respondents discussed it being important to understand the data, with **clear data and targets being important (5 respondents)**. 2 respondents suggested targets needed to be set internally not externally, with **6 respondents suggesting saving lives should be the only target**, along with the need for meeting targets not to be the main focus of activity (1 respondent).

*"Always good to understand good data." (Male, 65+, Southend)*

*"Measures and targets should be available for scrutiny, but by those who have a real understanding as to how to analyse them." (Male, 41-64, Tendring)*

*"The service should set targets not an external body, let the experts in the field set the scale, ambitions etc." (Female, 41-64, Colchester)*

*"Risk to life should always be the priority." (Male, 26-40, Thurrock)*

*"Meeting targets should not become the main focus of activity." (Brentwood)*

Others were keen to understand response measures and targets but would like clarity that data was not manipulated (4 respondents). 4 respondents did not want to see the goal posts being moved due to the service not meeting existing targets.

*"As long as they are not hidden behind biased and skewed numbers." (Male, 26-40, Colchester)*



*"We are not meeting our response times. The solution is not to change the parameters to make it look like we are. Address the problem at hand and not come up with a solution that masks the issues." (Male, 26-40)*

1 respondent suggested having the service responding to be more important to the public than understanding the operational model, with others not wanting to see response time targets increased (3 respondents).

*"For these aspects to be understood is nice for those in the service, but the bottom line is having the service responding to incidents timely, whether the operational model is understood or not." (Female, 65+, Braintree)*

*"If you are about to increase response time targets, then no." (Female, 41-64)*

2 respondents did not want to see increased attendance times to remote and/or rural areas to become acceptable under this proposal, with others suggesting this to be a two-tier system that was not able to support rural areas (2 respondents).

*"Don't you do this already through your IRMP? Is this a way to reduce attendance times to rural/remote rural? Then I Strongly disagree. No attendance times should be reduced." (Male, 41-64, Harlow)*

*"An emergency is just that. Firefighters should be situated so that they can attend quickly. What are you proposing, telling people in rural communities to have long hoses ready and an ill-equipped 'dads army' in every village because you cannot attend very quickly. It sounds like a two-tier system which so long as you have told people about will excuse poor response times." (Female, 41-64, Maldon)*

3 respondents felt the removal of national standards had allowed the reduction in standards, with a further **7 respondents keen to see national standards reinstated.**

*"There used to be a national response times, but we're removed to allow the reduction of standards consequently response are now longer than in the past." (Male, 65+, Castle Point)*

*"I believe national standards for a primary fire. Was 3 minutes, then 5 minutes. Now it's 10 minutes 30 seconds. Life is cheap." (41-64, Work in Essex)*

*"Should be lobbying at government for national response standards." (Male, 26-40, Rochford)*

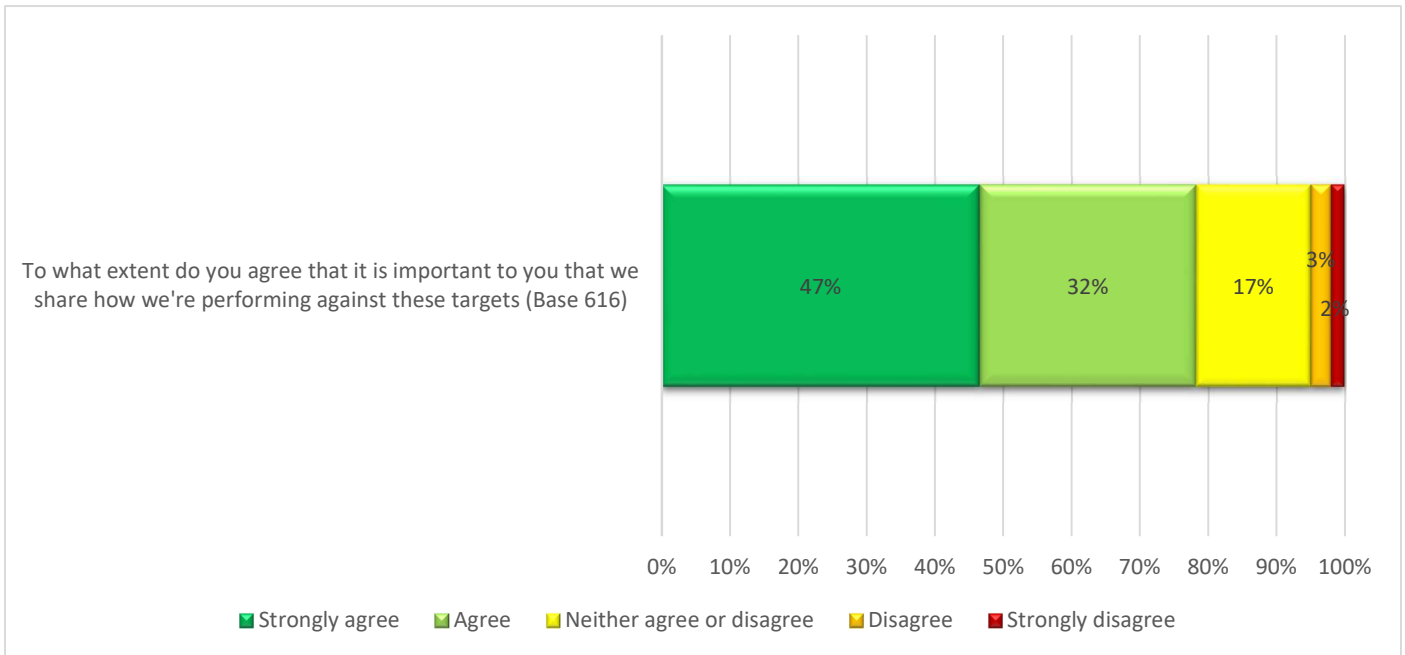
**8 respondents discussed the current response time to be 'too long'**, with the need for more fire engines and firefighters (4 respondents). The need for all calls to be answered immediately (4 respondents) and attended (1 respondent) were also raised.

*"Your targets should be lower 10 minutes 30 is the difference between life and death." (Rochford)*

*"Improve your availability on on-call firefighters by retention then you wouldn't have to fudge your figures to meet your response." (41-64, Braintree)*

*"You should respond quickly to all incidents." (Male, 26-40, Colchester)*

*"All calls should be attended, not like the police. Who decided if a call is worth attending." (Information not provided)*



Base: all respondents excluding 'no response' (616)

47% 'strongly agreed' and 32% 'agreed' with this proposal, with only 5% disagreeing (3% 'disagreed' and 2% 'strongly disagreed').

Similar proportions of females and males agreed ('strongly agree' and 'agree') with this proposal (82% and 81% respectively) with higher proportions of those aged 65 and over agreeing (86%).

Some 80% of ECFRS employees agreed with this proposal, with this similar to the 79% agreeing across the sample overall.

A further 212 people provided feedback and/or comments on proposal 6 on social media. The two statements included under this proposal were provided together and respondents asked how far they agree with the proposal overall. 80% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 6 - to review the measures and targets for operational response attendance times.

**Additional comments:**

**13 respondents discussed accountability of management/accountability to the public to be critical/important, with transparency always being important (17 respondents).** 1 respondent referred here to other emergency services having governed targets, with the view that this should be the same for the Fire Service.

*"You need to show that you are accountable." (Male, 41-64, Southend)*

*"Openness and transparency for the taxpayer." (Male, 26-40, Rochford)*

*"Every other emergency service has governed targets they have to reach, and I see no reason the fire service should be any different." (Male, 41-64, Colchester)*

6 respondents felt people appreciated having some understanding of how the service was performing, along with the need for data on response times and/or availability to be available to the public (5 respondents). Respondents felt this was useful for further planning (3 respondents) and to provide accurate timescales of what to expect (3 respondents).

*"I think a number of people would appreciate having some understanding of how the service is performing against agreed targets." (Female, 65+, Tendring)*

*“Annual report could be published and shared via the Council tax correspondence each year.” (Male, 41-64, Tendring)*

*“Open discussions about the things that have gone wrong and honest detail about what actual changes are being implemented and how this will be monitored.” (Male, 41-64, Chelmsford)*

*“As a member of the community, I feel it is vitally important to know how long I may be expected to wait if my property caught fire.” (Male, 41-64, Colchester)*

**10 respondents referred to the need for data to be truthful, honest and accurate**, with others discussing changing targets when they could not be met to be meaningless (3 respondents).

*“It is really important that the service shares its performance targets and that they are accurate.” (Male, 26-40, Work in Essex)*

*“Again, as long as these numbers are truthful.” (Male, 26-40, Colchester)*

*“When you change targets because you can’t meet the old targets it makes the whole thing a bit pointless.” (41-64, Braintree)*

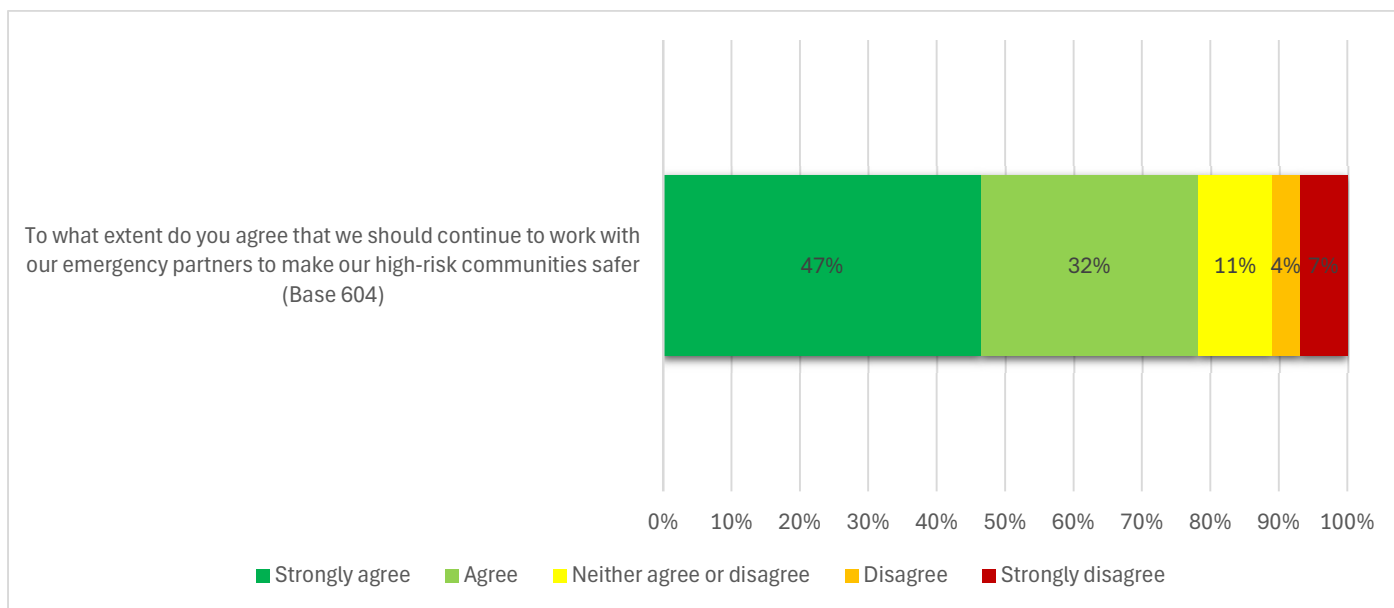
Others commented here that they felt it was more important that a fire engine turned up when they needed it (4 respondents) and that they would not support this proposal at the expense of saving lives (1 respondent).

*“Figures can always be massaged to show what you want them to show. Most people won’t care anyway, they just want a fire engine to turn up when they want one.” (Male, 41-64, Basildon)*

*“The balance needs to be good otherwise, resources are used to keep reporting things rather than saving lives etc. Accountability needs to be quick and simple.” (Female, 41-64, Brentwood)*

## Proposal 7

**The proposal to continue our work with East of England Ambulance Service Trust (EEAST) and Essex Police, as well as exploring further opportunities with partners to reach our more vulnerable communities.**



Base: all respondents excluding 'no response' (604)

47% 'strongly agreed' and 32% 'agreed' with this proposal, with 11% disagreeing (4% 'disagreed' and 7% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (90% compared with 77% respectively) along with those aged 65 and over (89% agreed).

Some 74% of ECFRS employees agreed with this proposal, with this slightly lower compared with the 79% agreeing across the sample overall.

A further 255 people provided feedback and/or comments on this proposal on social media. 82% of social media respondents agreed (either 'strongly agree' or 'agree') with this proposal, with this similar to the proportion agreeing with this proposal in the main survey (79%).

### Additional comments:

**20 respondents were keen to see ECFRS work with other emergency services for the benefit of the community/to ensure the best use of resources, with a multi-disciplinary approach to vulnerable communities being important (8 respondents).**

*"The more you talk to each other the better focus you place on the best use of resources." (Male, 65+, Harlow)*

*"All blue light response organisations should work together for the benefit of local communities." (65+, Chelmsford)*

*"Especially being part of the PFCC - there should be a focus on helping support communities and making sure those affected by fire have the information of what they can do for support and where they can go especially if there is clear alcohol and substance use signs at the property. Many clients are missed by other services, even the most vulnerable in our population and so the more services able to provide that information is key." (Female, 26-40, Basildon)*

*"This is integral to preventing risk in changing communities." (Female, 41-64, Braintree)*

**Others disagreed with this proposal sharing the view that they felt ECFRS were already overstretched and/or struggling to deliver their core services (15 respondents), with others supporting this in not wanting to see this proposal being delivered having a negative impact on the delivery of core services (9 respondents).**

*“Why should ECFRS service help the NHS when recent availability show ECFRS can’t even help itself. Concentrate on being an effective response service first. Then you can help others when additional funding is provided.” (Maldon)*

*“You can’t even do the basics, and you want to do more with less to an ageing increasing population.” (Female, 26-40, Work in Essex)*

*“As long as the TIME for, or FUNDING for CORE FRS ACTIVITIES are NOT affected.” (Male, 41-64, Harlow)*

*“It is a great idea that you help with other partners, but we have to remember that no other partners can deal with fires and serious road accidents need to make this a priority.” (Male, 26-40, Castle Point)*

*“I strongly agree ECFRS should continue to work with other emergency services but NOT at the cost of responding to its own calls.” (Male, 41-64, Southend)*

**9 respondents commented that they felt firefighters should focus on fighting fires only**, whilst others were keen to see them provide support to others if time was available (7 respondents). 5 respondents stressed this needing to be ‘support’ for other services, not supplementing other agencies shortfalls.

*“I want my fire service to respond to emergencies, not prop up other services who do not have the capacity to deal.” (41-64, Chelmsford)*

*“Your job is solely to fight fires and respond to a call where there is a risk of fire or life.” (Information not provided)*

*“Obviously the primary purpose of the fire service should be paramount, but if there is time to offer further advice this should be considered.” (Female, 26-40, Basildon)*

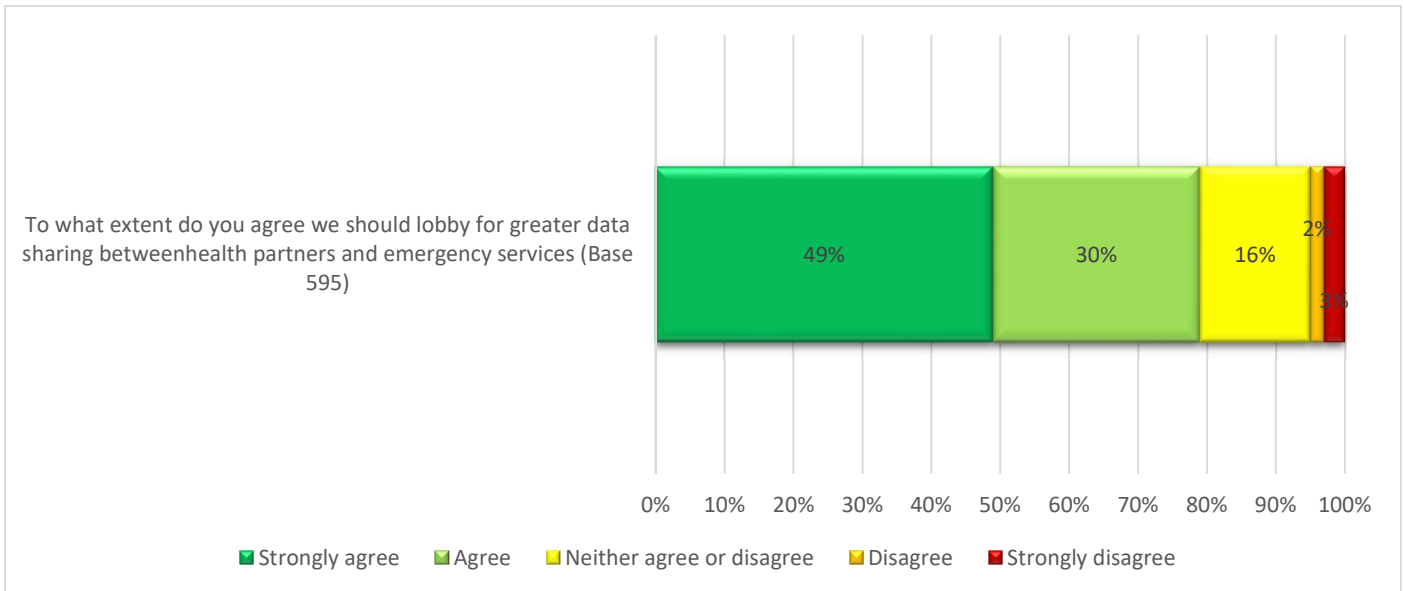
*“Sorry but I think this idea of firefighters being social workers, medics, police officers etc is wrong. The fact that other services are under pressure is not for the fire service to resolve. The fire service has its own issues and needs to focus on those first. The other services should be given resources but not at the expensive of the fire service.” (Information not provided)*

4 respondents did not want to see protection and prevention work to be carried out at the expense of frontline work, with 3 respondents sharing the view that staff should not be expected to be experts in all areas.

*“Prevention is all well and good as long as this doesn't have a detrimental effect on response.” (Male, 41-64, Tendring)*

*“This will dilute all emergency services response and skills. You are a fire and rescue service, not a professional medical response service. If I, or any of my loved ones has a medical emergency, I expect an ambulance to attend. Not a fire engine.” (41-64, Tendring)*

*“But don't make your staff a jack of all trades. The tri service staff are not trained or experts in all three services but pretend they are...silly idea.” (Female, 41-64, Chelmsford)*



Base: all respondents excluding 'no response' (595)

49% 'strongly agreed' and 30% 'agreed' with this proposal, with only 5% disagreeing (2% 'disagreed' and 3% 'strongly disagreed').

Similar proportions of male and female respondents agreed ('strongly agree' and 'agree') with this proposal (81% and 85% respectively).

Some 82% of ECFRS employees agreed with this proposal, with this slightly higher than the 79% agreeing across the sample overall.

**Additional comments:**

**12 respondents suggested accurate and/or appropriate data sharing to be essential, with data sharing agreements being in place to be important (10 respondents).** 1 respondent discussed a lack of data sharing to put people at risk, with 4 respondents suggesting supporting individuals to not work well without the sharing of data.

*"Data sharing is crucial in order to protect vulnerable people." (Female, 41-64, Rochford)*

*"Why would you not share information on risk and vulnerable communities if it would provide a better service to the public, of course taking all necessary steps to ensure the data is properly protected." (Male, 41-64, Uttlesford)*

*"Not doing this puts people at risk." (Male, 41-64, Colchester)*

*"Supporting individuals does not work if we are unable to share between services." (Female, 26-40, Basildon)*

Respondents felt closer working with other agencies could reduce risk and call outs (3 respondents), with 1 respondent keen to see the involvement of charities who can also help to support vulnerable people.

*"Closer working with other agencies could help reduce risk and call outs." (Male, 65+, Tendring)*

*"Sharing of information would provide charities with an evidence base to support the service as needed and fill in identified gaps in provision." (Female, 41-64, Colchester)*

2 respondents commented here that it may be possible to action this without the need for 'lobbying', with 1 respondent commenting that this would only work if all agencies wanted to be involved.

*"If lobbying needs to be done, it must be done, but hopefully it shouldn't be necessary." (Male, 65+, Chelmsford)*

*"We need to work together but it's all well and good saying we will, but the other services don't want to then no point."  
(Male, 26-40)*

2 respondents referred to challenges of information sharing, including data protection issues, with others discussing the need for the public to be clear what data was being shared and for what reason (2 respondents).

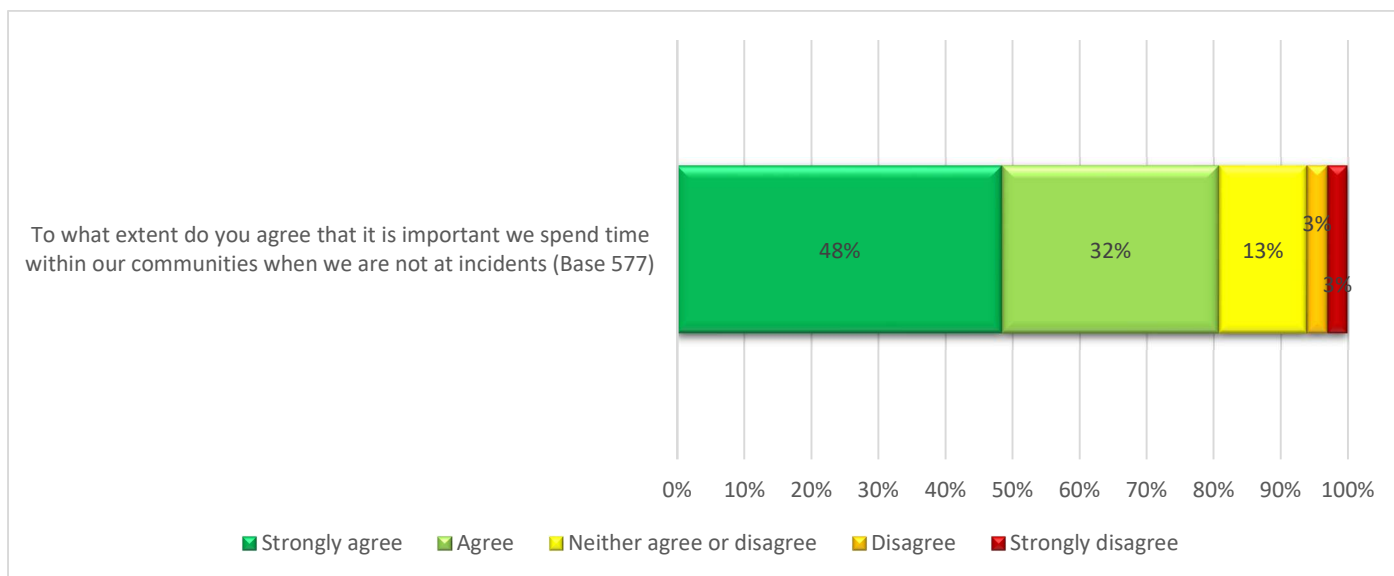
*"Good idea, what about data protection? Surely there are issues with sharing personal information with the fire brigade." (Female, 65+, Colchester)*

*"Good luck with info sharing & DP." (Female, 41-64, Chelmsford)*

*"You need to be clear with people what elements are being shared and could the sharing of data make vulnerable people from actually asking for help from you for fear of sharing with social services or the police. 90% of the population will always see data sharing as positive, but you need to look at how some BAME communities feel about different services and what will decrease in engagement from the communities look like when you have a goal of education and prevention? Be clear as to exactly what you want shared and how this will benefit them as they will only see the risk." (Female, 41-64)*

## Proposal 8

**The proposal to increase the time we spend with our communities, with 80% of our community engagement being targeted to those most vulnerable and at risk.**



Base: all respondents excluding 'no response' (577)

48% 'strongly agreed' and 32% 'agreed' with this proposal, with only 6% disagreeing (3% 'disagreed' and 3% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (90% compared with 78% respectively) along with those aged 65 and over (91% agreed).

Some 77% of ECFRS employees agreed with this proposal, with this similar to the 80% agreeing across the sample overall.

A further 202 people provided feedback and/or comments on this proposal on social media. 83% of social media respondents agreed (either 'strongly agree' or 'agree') with this proposal, with this similar to the proportion agreeing with this proposal in the main survey (80%).

### Additional comments:

**14 respondents felt increased visibility in the community and/or more community engagement would be beneficial. 8 respondents stressed the importance of educating the public, with a further 10 respondents suggesting the need for fire safety to be enforced and/or taught in schools.**

*"This is very much a community service, and it should be seen to be." (Male, 65+, Chelmsford)*

*"Yes, education of the public is paramount." (Female, 65+, Braintree)*

*"Expanded visits to all schools highlighting the causes of domestic incidents and their prevention." (Male, 65+, Southend)*

*"I personally think first aid and fire safety should be more enforced in schools as in teaching children more about how fires are caused, how they are dealt with, etc." (Male, 19-25, Tendring)*



6 respondents commented that this was already being done with the fire service having teams working on this. 2 respondents discussed the need for this to be delivered by separate teams to those responding to emergencies.

*“ECFRS are already fabulous in the community and support lots of initiatives and events.” (Female, 41-64, Southend)*

*“This should be managed and delivered by green book. Grey book staff need to be kept to respond for emergencies.”  
(Male, 41-64)*

*“Another good idea, what would happen if too many firefighters are out in the local community and there is a big fire somewhere?” (Female, 65+, Colchester)*

1 respondent who supported this proposal referred to this making best use of time, with officers not spending time in the station waiting for calls, with 1 respondent feeling the Fire Service has more capacity to get into the community than those in other emergency services.

*“We hear that FF have a lot of time spent on station and that call attendance has significantly reduced. It is important for them to make the best use of their time and spend it within the communities they serve.” (Male, 41-64, Tendring)*

*“Fire have much more capacity than police and ambulance to get into the community.” (Male, 41-64, Maldon)*

4 respondents raised concern that more resources would be needed for this, with **frontline service delivery needing to come first (7 respondents)** and support for the proposal being on condition that it did not decrease firefighter numbers (1 respondent).

*“You need more crews available to do this.” (Male, 41-64, Southend)*

*“As previous - concentrate in your own backyard and sort out the mess of the availability and stop diversionary activity.” (41-64, Braintree)*

*“Support as long as this does not impact on Firefighter numbers and increase office staff.” (Castle Point)*

Whilst 2 respondents felt the focus should be on the elderly, 1 respondent felt support should be provided in the community for all people – not just those at risk. Working with businesses to raise awareness and reduce incidents was also discussed by 1 respondent.

*“I live in a cul-de-sac, in a rural area with elderly residents (at least 2 confirmed deaf) and I have NEVER in the last 5 years received information about HFSC / S&W visits that are available in the last 5 years since I've lived here. So I think there's a need to focus on elderly, not just population density & deprivation.” (Female, 26-40, Tendring)*

*“Everyone should receive engagement not just those considered at risk.” (Male, 26-40, Rochford)*

*“Spend more time with communities but also local businesses. Offer free visits to business to reduce chances of an incident. Prevention much better than anything else.” (Male, 41-64, Chelmsford)*

1 respondent suggested the option of involving local charities in this work to help lighten the load, with 1 respondent suggesting the involvement of more volunteers and potential opportunities for volunteers to become paid members of staff (1 respondent).

*“Local charities could help with this work to lighten the load.” (Female, 41-64, Colchester)*

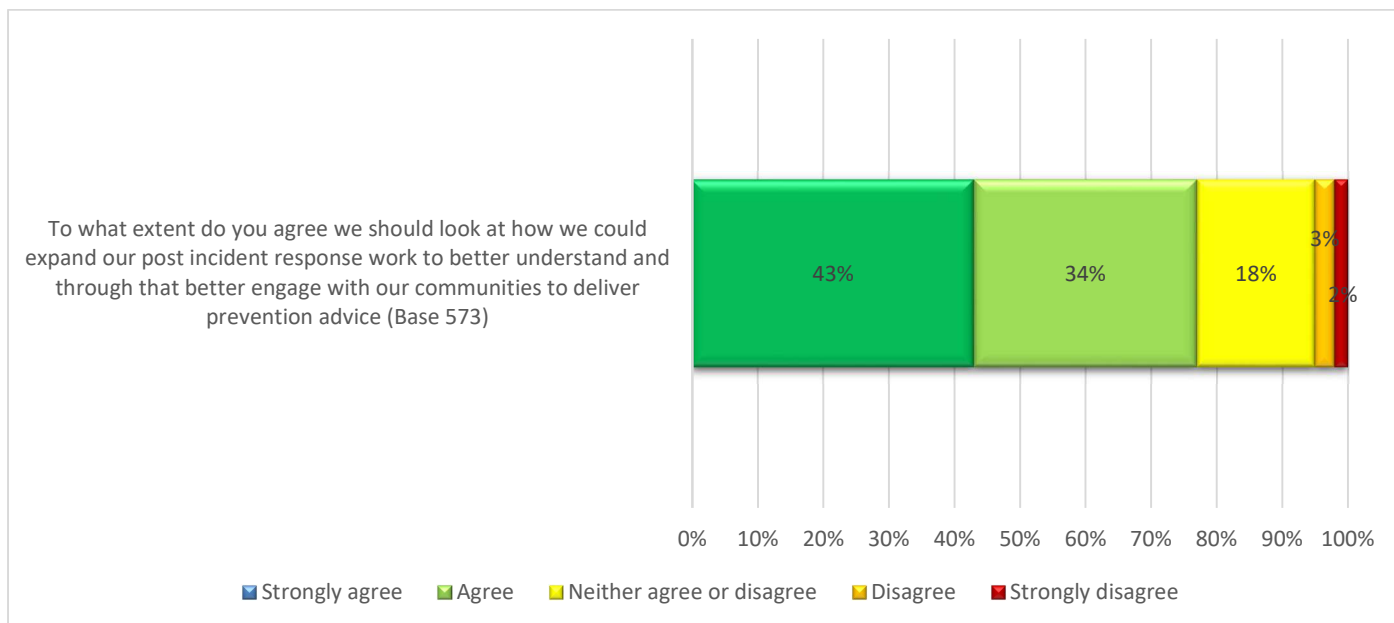
*“Can any of these outreach goals be met, or supported, by volunteers?” (Female, 65+, Braintree)*

*“As a proactive volunteer within this role with ECFRS, this is really important. I thoroughly enjoy my role and I am very disappointed that within all this time I haven't had an opportunity to become a paid member of staff in this field.”  
(Female)*

The importance of employing the right person for the job, rather than focusing on their background, was raised under this proposal (5 respondents).

*“Increase applicants from those who are under- represented is a fallacy.” (Male, 65+, Maldon)*

*“Not sure if 'increase applicants from under-represented' is required. All communities have 'leaders', which the communities look up to and respect. Why does ECFRS have to specifically employ underrepresented individuals. It should be the best individual for the role whether they are under-represented or not.” (Male, 41-64, Harlow)*



Base: all respondents excluding 'no response' (573)

43% 'strongly agreed' and 34% 'agreed' with this proposal, with only 5% disagreeing (3% 'disagreed' and 2% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (87% compared with 76% respectively).

Some 71% of ECFRS employees agreed with this proposal, with this slightly lower compared with the 77% agreeing across the sample overall.

**Additional comments:**

Those who agreed felt it was important to review post incident response in order to learn and/or improve (9 respondents) and that anything to do with prevention was important (6 respondents), with 6 respondents again suggesting this was already in place.

*“You can investigate but then it must be made aware to ‘the community’ for the benefit of all.” (Male, 41-64, Chelmsford)*

*“Advice before when requested is better than any post event inquiry. Prevention 1<sup>st</sup>.” (Male, 65+, Tendring)*

*“This is already carried out in after incident response and fire investigation.” (Male, 26-40)*

*“Prevention is better than cure.” (Female, 65+, Southend)*

**5 respondents felt the service lacked the resources to deliver this**, with the need for funding (2 respondents) and separate resources (1 respondent) being required to deliver this.

*“You have no resources.” (Female, 26-40, Work in Essex)*

*“Crews are already stretched too far.... Employ someone else to do it.” (Male, 26-40, Thurrock)*

*“Where does the funding for this come from? Again, get the simple things right first before you expand.” (Maldon)*

Respondents shared mixed opinions on who should deliver this with 1 respondent suggesting this should, and 1 respondent suggesting this should not, be done by trained firefighters.

*“But feel this should be done by trained officers, not just sending the local fire crew round to deliver leaflets.” (Male, 41-64, Southend)*

*“But it shouldn't be a trained firefighter doing it and it should be funded under a separate budget.” (Male, 41-64, Colchester)*

1 respondent commented that, whilst this may be beneficial, better crewing and response times were a greater priority.

*“I personally think post incident apart from cause of fire is not relevant until Essex can deliver better crewing and response times.” (Information not provided)*

**3 respondents would like to see more visits to schools and 3 respondents more visits to community clubs and/or groups.** ‘Hands on’ engagement, rather than leaflets was a preference stated by 2 respondents, with 1 respondent referring to the need for radio and TV advertisements and 1 respondent reiterating that not everyone has access to social media.

*“More visits to schools and adult clubs.” (Male, 65+, Southend)*

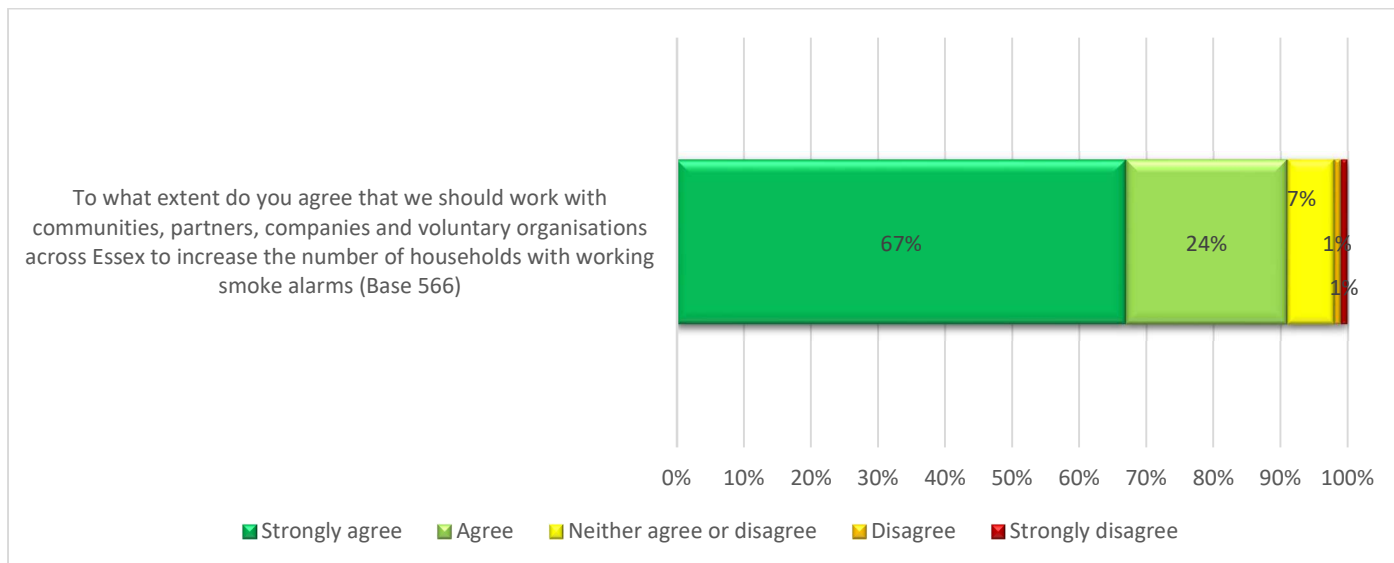
*“Instead of presentations on the subjects, try hands on engagement of some kind.” (Male, 19-25, Tendring)*

*“Use radio and tv adverts to raise awareness of things such as drink driving/mobile phone/fireworks etc etc. There hasn't been anything like this for years: 50% of the vehicles I see on the commute to work have a mobile phone in their hand or a tablet of some type. No-one does anything about it.” (Male, 41-64, Chelmsford)*

*“But not all those vulnerable are on social media or want a QR code. You need more localised reporting methods.” (Female, 41-64, Chelmsford)*

## Proposal 9

### **The proposal to increase the number of working smoke alarms across all households in Essex.**



Base: all respondents excluding 'no response' (566)

67% 'strongly agreed' and 24% 'agreed' with this proposal, with only 2% disagreeing (1% 'disagreed' and 1% 'strongly disagreed').

Slightly higher proportions of female than male respondents agreed with this proposal (97% and 92% respectively).

Some 89% of ECFRS employees agreed with this proposal, with this similar to the 91% agreeing across the sample overall.

A further 211 people provided feedback and/or comments on this proposal on social media. 82% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 9, with this lower than the proportion agreeing with this proposal in the main survey (91%).

#### **Additional comments:**

**6 respondents commented that they appreciated that the Fire Service offered this, with a further 10 respondents commenting that this was a service already in place. 8 respondents felt awareness of this service should be raised and advertised more widely. Others would like to see smoke alarms to be more accessible and/or available for free (5 respondents).**

*"Absolutely agree. And the fact that you are offering free visits from your service is amazing." (Female, 26-40, Colchester)*

*"This service is available but it's little known in the community." (Male, 65+, Chelmsford)*

*"Have you thought about a leaflet drop advising people about your free home visits." (Female, 65+, Colchester)*

*"Where can we pick up free smoke alarms? E.g. local food banks, pharmacies. I don't have one and it's not a "usual" product on supermarket shelves." (Female, 26-40, Tendring)*

Again, respondents shared mixed opinions on how this should be delivered. Whilst 3 respondents felt this should be delivered by trained firefighters, others were keen to see this delivered by a separate team who were not available for emergency calls (2 respondents), with 2 respondents commenting that they would not support this proposal if it impacted on frontline service delivery.

*“Agree but it should be by trained fire service personnel. I’m sure the community would heed the warnings better from professional firefighters.” (Male, 65+, Maldon)*

*“I’ve seen the frontline crews out so many times constantly busy, I think a dedicated team not available for emergency calls is beneficial.” (41-64, Brentwood)*

*“As long as it does not take front line availability away through physically doing it or funding it then this can only be a good thing.” (Male, 41-64, Chelmsford)*

Involving more volunteers to deliver this service was suggested by 2 respondents, with 3 respondents also commenting on the need for follow up visits at a later date to check alarms, and more promotion of the importance of maintaining smoke alarms (3 respondents).

*“Volunteers should be brought back to do the basic home safety visits.” (Female, 41-64, Southend)*

*“And a follow-up made say 5 years later. Fire service provided us via social services an alarm but that was over 12 years ago. No follow up sadly. Now we are 12 years older and even more vulnerable!” (Male, 65+, Tendring)*

*“Anything that promotes fitted fire alarms being correctly maintained is vital.” (Male, 41-64, Chelmsford)*

Whilst some respondents would like to see this targeted at all people (5 respondents), 2 respondents felt ECFRS should concentrate on vulnerable and less able people, with **7 respondents suggesting it should be up to individuals to take responsibility for this if they were financially and/or physically capable.**

*“I do think that every household should be treated the same. Even some non-at-risk families don’t really understand basic fire safety.” (Male, 41-64, Tendring)*

*“Those in the most need should get help with smoke alarms, not a broad carpet bombing approach like this.” (Maldon)*

*“A smoke alarm is relatively cheap for those in employment and these people should be encouraged to fit their own.” (Male, Basildon)*

*“More importantly, residents, who are more than capable of doing so both financially and physically, should be urged to purchase and install their own smoke detectors with educational videos on the services social media pages.” (Female, 41-64, Southend)*

3 respondents would like to see carbon monoxide alarms included in this proposal too, with 4 respondents sharing the view that the Fire Service should lobby the Government to make smoke alarms compulsory in residential properties.

*“This should also look to carbon monoxide alarms.” (Female, 41-64, Colchester)*

*“Drive Westminster to bring in a law that all households & premises must have min protection.” (Male, 41-64, Thurrock)*

Other suggestions included the need for more promotion at community groups (2 respondents), more community events and attendance at community events to promote this (1 respondent) and more promotion in schools (2 respondents).

*“Make visits to church and community clubs is a good way of educating people.” (Male, 65+, Southend)*

*“Use local community agents (elected Cllrs) etc, piggyback on their events, everyone loves to see a uniform turn up.”  
(Male, 41-64, Tendring)*

*“Visit schools and ensure that kids know about fire alarms and their benefits. Suggest they become ambassadors for fire safety and ask their parents and grandparents where their alarms are and if they have been tested recently.”  
(Male, 65+, Colchester)*

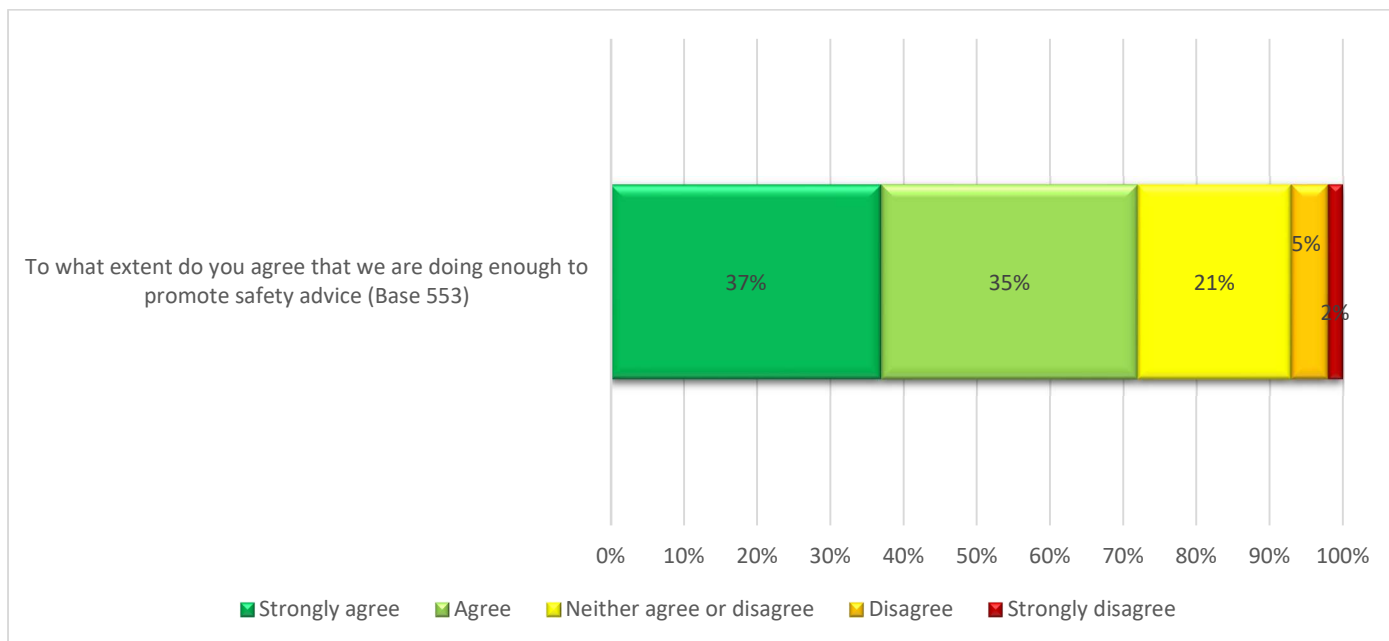
The need for sprinkler systems in high rise buildings (2 respondents) and the option for the Fire Service to work with insurance companies to promote having a smoke alarm (2 respondents) were also discussed.

*“Smoke alarms can only do so much. Maybe ensuring more high-rise buildings are fitted with sprinklers would be a good idea.” (Male, 26-40, Work in Essex)*

*“You need to work with electricians and insurance companies.... People will want £5 off their insurance to have a smoke alarm fitted. They would come to you... then you can plan the roll out.” (Male, 41-64, Colchester)*

## Proposal 10

**The proposal to strengthen community resilience and preparedness through targeted community engagement. We want to work with communities that are at higher risk of harm from water and road incidents, flooding and outdoor fires.**



Base: all respondents excluding 'no response' (553)

37% 'strongly agreed' and 35% 'agreed' with this proposal, with only 7% disagreeing (5% 'disagreed' and 2% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (78% compared with 70% respectively) along with those aged 65 and over (78% agreed).

Some 72% of ECFRS employees agreed with this proposal, with this equal to the 72% agreeing across the sample overall.

A further 174 people provided feedback and/or comments on this proposal on social media. 47% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 10, with this significantly lower than the proportion agreeing with this proposal in the main survey (72%).

### Additional comments:

1 respondent discussed this proposal to be resource intensive and so difficult to deliver, with 2 respondents not supporting this proposal if it took time or funding away from core activities. **Respondents were concerned the service lacked resources/firefighters (4 respondents) and funding (5 respondents) to deliver this proposal.**

*"Can never do enough in this field. This can be resource - intensive and difficult to deliver in the volume it deserves." (Male, 65+, Chelmsford)*

*"Specialist teams should be made available for this engagement and not take fire engines off the run which reduces availability." (Male, 26-40, Harlow)*

*"If you currently don't have enough resources to attend fire calls, where are all these extra people going to be found to do all of this." (Male, 41-64, Tendring)*

*"Is there additional funding available for this as you get funding for attending fires only." (Male, 41-64, Colchester)*

Other individuals shared the view that some of this should be the responsibility of the County Council (1 respondent), with water awareness being the environment agencies responsibility (1 respondent).

*“Is this all a matter for ECFRS or for County Council?” (Male, Basildon)*

*“Community education is important however it is also vital that the Environment Agency is pressed to take flooding, river and ditch maintenance more seriously and work more closely with the landowners to help prevent flooding.” (Male, 41-64, Chelmsford)*

**7 respondents felt it was important for the Fire Service to work with other agencies and local communities to promote safety**, with 1 respondent discussing Essex to need a safety plan.

*“I feel that there is advice out there but there is always room for improvement and collaboration with other agencies within the communities.” (Colchester)*

*“Essex needs a safety plan. So many basic things would improve life and prevent deaths. Road surface, high visibility signs and road markings, beware hazards on rural roads, reduce unsafe driving (too fast, too little gap, no indication, no 360 checks, no licence, illegal driver, no mot, no insurance).” (Female, 41-64, Epping Forest)*

Raising the profile of the Fire Service across all communities (at times other than incidents) was suggested here (1 respondent), with the need for **more community engagement events/meeting (5 respondents)**, **more school visits and engagement with schools (4 respondents)** and more home visits/checks (1 respondent).

*“The Fire Service needs a higher profile across all communities at times other than incidents (related to proposal 9). With the current engagement levels, it does not have enough reach to promote safety advice in person which is the format with the most impact and resonance. Firefighters can deliver powerful simple messaging that will make a difference, and this is vital alongside digital formats that already exist but are not accessed universally.” (Female, 41-64, Braintree)*

*“Perhaps a local meeting once a month or every couple of months in a community hall inviting the public to come and listen to a talk and demonstrate how to keep safe. I believe many would be interested as people do like to feel they are making a change and helping.” (Female, 41-64, Uttlesford)*

*“The facts are if you tell a child once a year for 5yrs at primary school it sticks! So having a team that just go around booked up every day to different primary schools will see an attitude change within a generation.” (Male, 41-64, Colchester)*

Whilst some felt social media should be used more to promote safety checks (3 respondents), others shared the view that digital media was not appropriate for all/vulnerable people (3 respondents), with the need for flyers and leaflets to be available in locations such as doctors' surgeries (1 respondent).

*“Given the rise of social media, could you please look at doing something joint with other services to promote safety checks.” (Female, 41-64)*

*“Digital media is unlikely to work for the most vulnerable in the community. Consider flyers, doctors surgeries and bingo!” (Female, 41-64, Colchester)*

Other comments made by respondents here included considering what other areas were doing (1 respondent) and the need for the Fire Service to work with developers prior to planning with regards to flood risk and fire engine access etc (1 respondent).

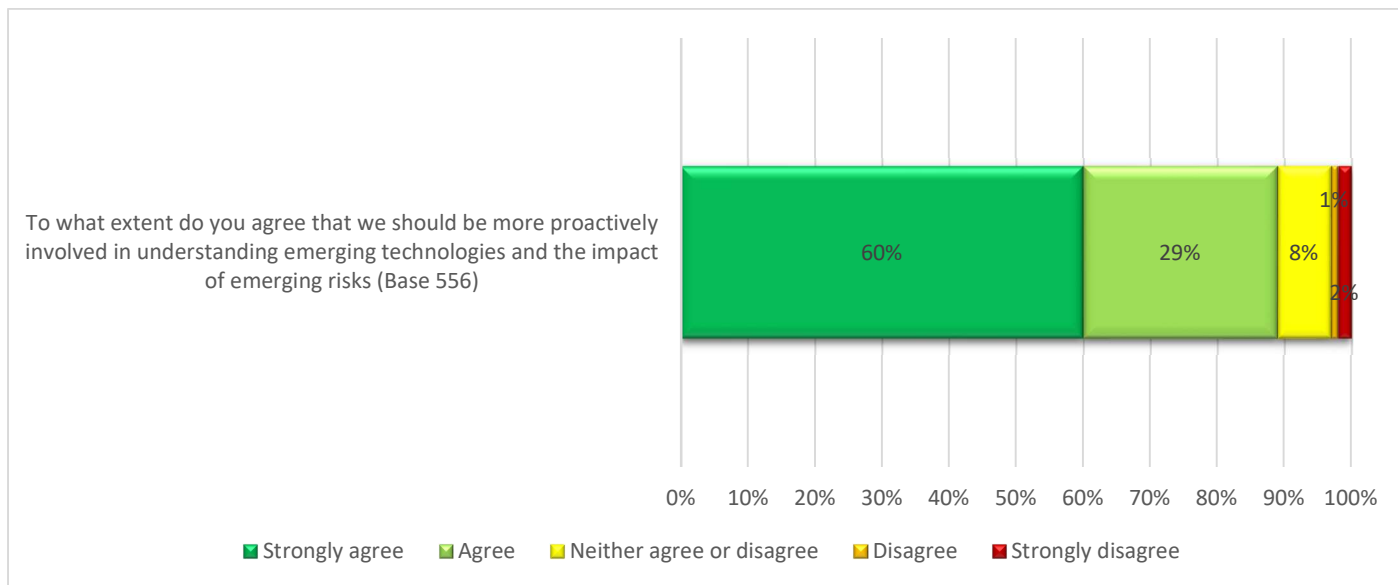
*“Look at what Lincs, Lancs & SW LRF are doing.” (Female, 26-40, Tendring)*

*“Also, work with developers prior to planning to advise on flooding, fire engine access and fire etc.” (Female, 41-64, Brentwood)*



## Proposal 11

**The proposal to work with partners to reduce the harm and impact associated with emerging technologies such as lithium-ion batteries (and their disposal) and battery energy storage system (BESS) sites.**



Base: all respondents excluding 'no response' (556)

60% 'strongly agreed' and 29% 'agreed' with this proposal, with only 3% disagreeing (1% 'disagreed' and 2% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (95% compared with 90% respectively) along with those aged 65 and over (95% agreed).

Some 84% of ECFRS employees agreed with this proposal, with this slightly lower compared with the 89% agreeing across the sample overall.

A further 162 people provided feedback and/or comments on this proposal on social media. 74% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 11, with this lower than the proportion agreeing with this proposal in the main survey (89%).

### Additional comments:

**6 respondents felt a greater focus was needed on these emerging risks**, with 4 respondents discussing the importance of the Fire Service putting its voice forward to lobby and protect communities on this.

*"Dangers of battery powered vehicles of all types is evident to many but not all and the increased use of such vehicles is increasing therefore greater focus must be given to this type of incident." (Male, 65+, Chelmsford)*

*"It feels like a moral imperative for the Fire Service to be more influential in this matter. Putting its voice forward to lobby for the best outcomes and protect communities from risk is essential - so this should be about more than just training and tools. It requires the Fire Service to take an active role as emerging technologies that have any degree of environment or human risk are designed, come to market and then evolve." (Female, 41-64, Braintree)*

**Raising public awareness of these emerging dangers/potential dangers was discussed by 11 respondents**, with the need for e-bike and e-scooter safety to be promoted (1 respondent) and the need for information campaigns on the dangers of lithium batteries/equipment when they are not up to standard or used properly (4 respondents).

*“Yes, I believe this is an area where people need to be made aware of the possible dangers etc. It is not taken very seriously at this time.” (Female, 41-64, Brentwood)*

*“Perhaps a media campaign highlighting these dangers should be considered. A demonstration of battery fire results in every High Street would help.” (Male, 65+, Southend)*

*“More promotion of e bike and scooter safety is required. Emphasis on not using conversion kits, not using equipment bought online, but only using equipment bought from bona fide retailers.” (Male, Basildon)*

*“Lithium batteries are exceptionally dangerous.” (41-64, Work in Essex)*

Others felt the Fire Service should focus on firefighting, with these emerging technologies being the responsibility of others (2 respondents), with 3 respondents raising concern that the Fire Service currently lacked the equipment and training to deal with battery related fires. 4 respondents shared the view here that manufacturers should be held accountable and that funding for this should be provided by relevant industries.

*“Keep your noses out of stuff that doesn’t concern you and stick to the business of fighting fires - reminder that you are NOT eco warriors.” (Information not provided)*

*“Our biggest down fall with upcoming technology is not the advice given to the public, but information and understanding is missed within the training of firefighters.” (Male, 26-40)*

*“This should be funded by the industry introducing the risk. I.e. those who make or sell the technology.” (41-64, Maldon)*

**Having more sites/locations for the safe disposal of batteries was raised by 7 respondents**, with the suggestion of working with the County Council to improve access to tips and recycling locations (4 respondents). Consideration of incentives for the return of, or safe disposal of batteries was also suggested by 1 respondent as something to be considered.

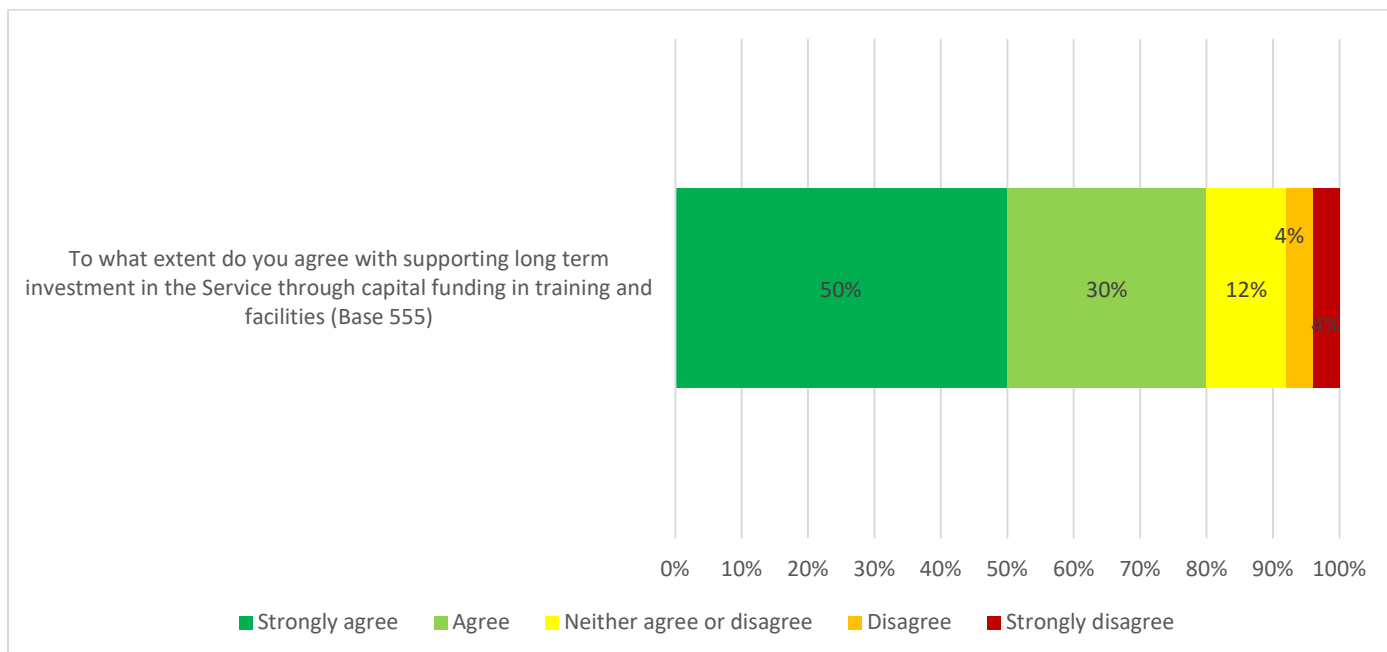
*“Areas to be provided to deposit these batteries safely instead of people dumping them.” (Male, 41-64, Castle Point)*

*“Work with the council to sort out the easier access to tips or recycling locations to get rid of the batteries.” (Female, 41-64, Chelmsford)*

*“Perhaps introducing a payback system somehow to give people incentive to return batteries to a safe place to be disposed of.” (Female, 41-64, Uttlesford)*

## Proposal 12

**The proposal to deliver an ambitious capital investment programme to develop new training facilities for all our firefighters, a new Fleet Workshop in partnership with Essex Police and improve places of work across our fire station and site modernisation programme.**



Base: all respondents excluding 'no response' (555)

50% 'strongly agreed' and 30% 'agreed' with this proposal, with only 8% disagreeing (4% 'disagreed' and 4% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (85% compared with 81% respectively). Those aged 65 and over more frequently agreed with this proposal (92%) compared with approximately three-quarters of those aged 26 to 40 (73% agreed) and 41 to 64 (76% agreed).

Some 80% of ECFRS employees agreed with this proposal, with this equal to the proportion agreeing across the sample overall.

A further 117 people provided feedback and/or comments on this proposal on social media. 67% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 12, with this lower than the proportion agreeing with this proposal in the main survey (80%).

### Additional comments:

4 respondents discussed access to suitable training facilities to be a priority, **with 7 respondents suggesting a new training centre/up to date training facility to be important.**

*"Ensuring the service has suitable training facilities should be a priority." (Female, 41-64, Colchester)*

*"Training Facilities: Current training facilities consist of cars in unrealistic positions, casualties unreflective of any human injury and obsolete hose drying towers posing as unrealistic buildings. I strongly support better training facilities and believe they should be built to reflect incidents we attend." (Male, 26-40)*

3 respondents suggested they lacked knowledge to make informed comments on this, with 2 respondents feeling this was not relevant to the public and should be an in-house priority and 2 respondents not supporting this proposal if the associated costs would be passed on to taxpayers.

*“We need costings to give a response that considers all aspects.” (Male, 65+, Basildon)*

*“This just needs to be sorted out in house.” (Information not provided)*

*“I agree with borrowing money as long as the taxpayer doesn't end up paying for it.” (Male, 41-64, Tendring)*

**5 respondents supported the proposal as long as funding did not come from frontline services/impact on frontline responses, with 6 respondents sharing the view that investing in more firefighters should be the first step/priority.**

*“Only if the funding improves front line services, not remove funding for frontline resources, appliances and Firefighters.” (Male, 41-64, Brentwood)*

*“Some of the proposals around this amount to a vanity project and the money could be better spent on operational response.” (Male, 41-64, Colchester)*

*“Invest in more firefighters should be the first step.” (Male, 65+, Maldon)*

Whilst some respondents acknowledged the fleet needed updating (2 respondents), others felt the existing fleet workshop was adequate (1 respondent) and that it would be cheaper to modernise the existing fleet workshop than build a new combined one (1 respondent).

*“It is imperative that all ECFRS fire appliances and other fleet vehicles are maintained to the very highest standards.” (Male, 41-64, Tendring)*

*“The existing fleet Workshop is adequate in the medium term.” (Female, 41-64, Colchester)*

*“So this joint police and fire workshops will cost? 16 million to build a new site or to modernise our own site it will cost 6 million. 10 million to be used to invest in more needed projects.” (Male, 26-40)*

4 respondents commented under this proposal that they felt the new Head Quarters was not required, with references to this being a ‘waste of money’ and the need for the Service to move somewhere cheaper.

*“You just wasted countless money moving to your new HQ already, stop wasting taxpayers’ money.” (Information not provided)*

Respondents shared mixed views on coordinating with other services. **Whilst 11 respondents felt working with other services would make best use of resources**, others did not want to see this combined and felt combining would cause conflict and/or delays (4 respondents) or would lead to more cuts and/or job losses (1 respondent). 1 respondent felt combining with other Fire Services would be more appropriate than combining with the Police, with 2 respondents suggesting combining with the Ambulance Service too.

*“All of the back-office resources should be coordinated with the other blue light services to make best use of resources.” (Male, 65+, Harlow)*

*“Combining the two services fleet workshops will cause conflict and delays.” (Male, 26-40, Colchester)*

*“So more cuts, job losses etc.” (41-64, Tendring)*

*“The most cost-effective solution should be explored and progressed. Sharing with other counties and other fire services may be more appropriate than the police, as the vehicle and need is the same. Police do not really use HGV type vehicles.” (Female, 41-64, Colchester)*

*“Why not include ambulances and all the other vehicles used by the Ambulance services, getting greater cost benefits in having better and bigger premises that will also benefit the Police and Fire services.” (Male, 65+, Colchester)*

Other suggestions under this proposal including engaging with the community to access premises for ‘real life’ training (1 respondent), the need for fire stations to be modernised (1 respondent) and consideration to be given to what has worked in other areas (1 respondent).

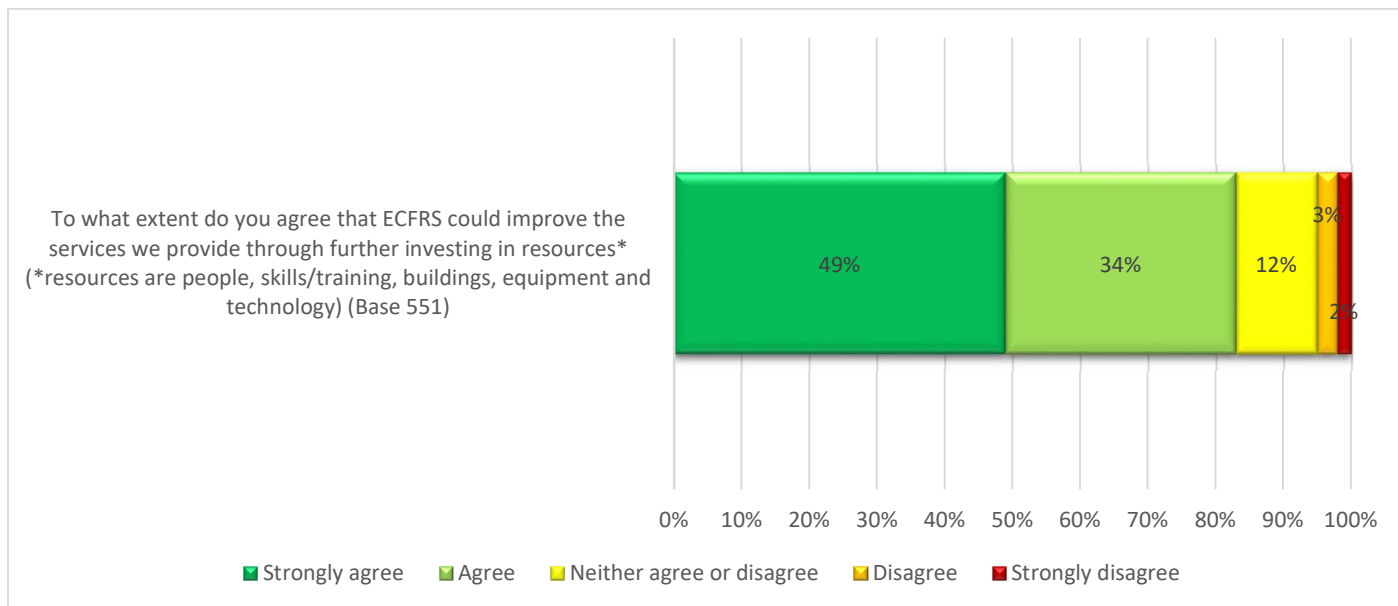
*“More engagement from the public should be encouraged. Offering their premises free of charge for training sessions can only help both sides and allow training to take place in “live” rather than “sterile “places.” (Male, 41-64, Brentwood)*

*“I agree though I understand that some of this investment is coming at the detriment to investment on front line stations, these buildings should not be carried out at the expense of modernisation to front line stations.” (Male, 41-64, Southend)*

*“Which other forces/services have done this and if so, what can be achieved?” (Female, 26-40, Tendring)*

## Proposal 13

***The proposal to invest in our people, empowering all to deliver excellent results for each other and for our communities.***



Base: all respondents excluding 'no response' (551)

49% 'strongly agreed' and 34% 'agreed' with this proposal, with only 5% disagreeing (3% 'disagreed' and 2% 'strongly disagreed').

Female respondents agreed ('strongly agree' and 'agree') with this proposal more frequently than male respondents (89% compared with 82% respectively) along with those aged 65 and over (93% agreed).

Some 83% of ECFRS employees agreed with this proposal, with this equal to the proportion agreeing across the sample overall.

A further 89 people provided feedback and/or comments on this proposal on social media. 64% of social media respondents agreed (either 'strongly agree' or 'agree') with proposal 13, with this lower than the proportion agreeing with this proposal in the main survey (83%).

### Additional comments:

**7 respondents commented that they felt investing in resources was important and should be a priority. The need for more frontline firefighters was again raised here (5 respondents) along with the need to employ the right person for the job (6 respondents). The need for all staff to have equal opportunities and/or opportunities to develop was also raised (1 respondent).**

*"Absolutely, investing in employees is important." (Female, 65+, Braintree)*

*"This should be the priority." (Male, 26-40, Uttlesford)*

*"There is too much investment already at HQ level for little positive output. Invest in the front line get back to remembering who is important." (Male, 41-64, Maldon)*

*"Employ the right people. Equity employment is contradictory to equality!" (41-64, Braintree)*

*“Again, the DEI model does not work, along with the “diversity” hires. You employ because the person is capable physically and mentally and NOT because they identify as a mushroom.” (Information not provided)*

*“Ensure that all staff men and women have equal opportunities and protections from discrimination and harassment and possibilities of reaching the highest levels.” (Male, 65+, Castle Point)*

**6 respondents discussed staff not currently feeling valued and the need for existing employees and operational staff to be valued. Listening to staff and hearing their views was discussed here (4 respondents) along with the need for salaries to be reviewed and firefighters pay to be increased (4 respondents).**

*“Treat them as if they are too good for the job and they will stay. Treat them as if they are a bum on a seat (which you do) and they will leave.” (Male, 26-40, Colchester)*

*“It would be good to know how this will occur: ask the operational staff what they want, not tell them what they need.....” (Male, 41-64, Chelmsford)*

*“Honest feedback. The service does not care about retention. We are numbers and that shows on a daily basis. We are underfunded, over stretched and under paid.” (Male, 26-40)*

**Respondents discussed the need to focus on staff retention (5 respondents), and for employees to be looked after (9 respondents), with this leading to motivated and/or supported staff (3 respondents).**

*“The culture and behaviours in the UK fire service have been a disgrace, Essex included. How you expect to retain staff under the current climate is beyond me.” (41-64, Chelmsford)*

*“If you do not treat and train your people properly there is no service.” (Female, 65+, Tendring)*

*“Happy staff are more productive.” (Female, 41-64, Maldon)*

References were also made here to the need for ‘toxic’ behaviour at on-call stations to be addressed (1 respondent) and concern that too many staff had been lost in recent years to London Fire Brigade (2 respondents).

*“Yes, you need to actively tackle the toxic behaviour present within on-call stations. This has contributed to new recruits eager to join the service, leaving within two years due to bullying, harassment, and witnessing physical, sexist and racist abuse. Places like Maldon Fire Station are particularly notorious for this, with new recruits being warned that the station has a bad reputation. How do you expect to attract and keep new recruits when this sort of behaviour is allowed to exist.” (26-40, Maldon)*

*“Spent too much time in recent years letting your best people leave and go elsewhere and promoting too many people beyond their capabilities.” (Male, 41-64, Tendring)*

The need for training to be streamlined, modernised and/or updated were discussed (2 respondents), so that people were ready for progression/to move on (1 respondent), along with a need for training to be available for all, with targeted development being demoralising for others (2 respondents).

*“It seems like a sensible idea, but I worry that training for the sake of training removes staff from the front-line duty & some repetitive mandatory training simply becomes a merely box ticking exercise without any measure of tangible results.” (Male, 41-64, Chelmsford)*

*“Good idea, you mean like train people for the next position like they do in every other service - or wait for a promotion opportunity carry out no future planning and then leave the vacancy empty for ages - and then get people to shadow someone - clueless.” (Female, 26-40, Work in Essex)*

*“As long as it is fair across operational and support staff and everyone gets the same support and opportunities.” (Colchester)*

*“These need to be available to all personnel, not just targeted groups or bandings. Targeted development has the counter effect of demoralising large parts of organisations.” (Female, 41-64)*

Other comments on training included the development pathways for on-call firefighters being too long (1 respondent), the LRS program not being ‘fit for purpose’ (1 respondent) and consideration needing to be given to direct entry for middle/senior level posts from other emergency services (1 respondent).

*“Development pathways in Essex for on call are too long.” (Male, 26-40, Thurrock)*

*“The leaders need to have actual experience. There is no substitute for that. Current experienced leaders are left behind due to the amount of hoops to jump through. The LRS program is not fit for purpose run by a team without any front-line experience. Guidance is poor, results and outcomes are close to meaningless. But it is being sold as the only path. Hence leaders not wanting to engage. Ask your staff what they think about LRS and development.”  
(Maldon)*

*“Direct entry middle and senior officers from other emergency services. Fast track promotion, again, showing previous experience of other emergency service wider leadership.” (Male, 41-64, Maldon)*



## Additional Comments on Proposals

**21 respondents took the opportunity to make positive comments here and to thank the service for the work they do.**

*“Thank you for keeping us safe. I witnessed the amazing response to a house fire in our rural village. The actions of the crews saved the house from being destroyed completely.” (Female, 41-64, Maldon)*

*“I feel that the Fire Service does a brilliant job and is very positively viewed by the public, despite recent bad press.” (Female, 65+, Basildon)*

*“I think the service does a fantastic job. This survey shows they are on the ball and looking to keep up their very high standards.” (Male, 65+, Colchester)*

**Whilst 9 respondents made reference to the proposals being good/positive, 14 respondents felt the proposals needed to be clearer with more detail required, with 2 respondents feeling it was important to listen to those on the frontline.**

*“Excellent set of proposals. Realistic achievable and representing best use of FRS resources/tax payers money for the benefit of the communities.” (Female, 41-64, Chelmsford)*

*“From all that I have read, it seems you have great ideas and insight into future services.” (Female, 65+, Southend)*

*“In my opinion this questionnaire was mixed.....some questions were very clear as to the proposed actions, but others were less clear and difficult to define what tangible action is intended. I welcome the opportunity to comment though.” (Male, 65+, Brentwood)*

*“It is vital that costs are shared in consultations.” (Male, 65+, Basildon)*

*“The fire service will keep going in the wrong direction until your prepared to listen to the guys on the front line, wasting so much money.” (Male, 41-64)*

3 respondents raised concern as to how and/or if the proposals could be resourced, with 1 respondent sharing the view that they may result in more cuts and reduced service provision in Essex. 1 respondent discussed the cost to the taxpayer here, with not wanting to see an increase in council tax to deliver these proposals.

*“Can't disagree with any of it - but how will it be resourced?” (Female, Maldon)*

*“I take from this ‘consultation’ there will be more cuts and a reduced service provision for the people of Essex.” (41-64, Tendring)*

*“You have over the last two years increased council tax precept on the pretext of improving services, yet services have got worse. You need to get the basics right before you start having aspirations.” (Male, 41-64, Southend)*

**The need to recruit more wholetime firefighters (8 respondents) and to have more full-time appliances (6 respondents) were raised again here, with others discussing the need for more frontline/operational staff and less ‘non-operational’ staff (4 respondents).**

*“Recruit more firefighters.” (Male, 26-40, Chelmsford)*

*“Essex needs more full-time appliances. The size of the county and the population boom means that in the next few years your FRS is going to seriously struggle. You have a lot to work on but more firefighters and appliances is a good place to start” (Male, 26-40, Colchester)*

*“Too many overpaid management and jobs made up for people whose face fits and then would be more money for whole time. Senior management who have no idea apart from trying to save money by massively reducing amount of whole time and now struggling to cover.” (Male, 65+, Colchester)*

Addressing the issue of losing staff to London Fire Brigade was raised by 1 respondent, with 4 respondents referring to the need to increase pay for on-call/all firefighters to improve recruitment and retention.

*“You are also losing firefighters to London for better pay” (Male, 26-40, Colchester)*

*“I think a bigger pay for all firefighters will be welcomed. As they are exposing themselves for such big risks. And they are fighting with the worst fires and jobs. And they are always doing a brilliant job.” (Female, 26-40, Rochford)*

1 respondent discussed the need to replace and/or update some appliances here. Others shared the opinion that there was currently too much reliance on relocating crews to cover other areas (2 respondents) and thus the requirement for more flexibility in how appliances are crewed (1 respondent), and **the need for the on-call model to be improved (8 respondents)**.

*“I’ve noticed a few fire stations have older appliances that must be having high mileage and getting a little tired. Can these be replaced with slightly newer vehicles by moving some around when brand new appliances arrive?” (Male, 41-64, Braintree)*

*“There is far too much reliance on relocating fire crews from one area to another to cover vulnerable areas. This is disruptive to the fire crews involved and local residents. It also leaves other areas of the county without cover whilst these changeovers are taking place.” (Male, 41-64, Southend)*

*“We need to be more flexible with crews and how crew the pumps. We throw skills away i.e. driving i.e. when you become crew manager.” (Male, 41-64)*

*“I believe from speaking from several on call fighters and hearing of response times the on-call system is nowhere near as robust as it could be.” (Male, 41-64, Chelmsford)*

*“On call is a broken outdated system, a revolving door of firefighters and management trying to keep trucks available.” (Male, 41-64, Basildon)*

Respondents referred again here to the need for more community engagement/liaison (2 respondents) and more publicity of home safety checks (2 respondents).

*“We could be better informed. Some people don’t know the difference between CO2 and gas, for instance. We need more advice on recycling the things the council doesn’t take.” (Female, 41-64, Colchester)*

*“The liaison with communities I think is absolutely essential.” (65+, Chelmsford)*

*“Post some letters into people’s home to know where to get home fire check.” (Male, 13-16, Basildon)*

2 respondents reiterated their view here that the Fire Service needed to focus on their core role of firefighting, thus leaving other services to ‘do their jobs’, with a further 2 respondents keen to see the service consider and/or review what other fire services were doing with regards to these proposals.

*“Leave the other emergency services alone and stick to your job as firefighters only and stop closing branches down in rural communities.” (Information not provided)*

*“You have not mentioned statutory examinations for promotion, something that the NFCC are looking into?” (Male, 41-64, Harlow)*

*“You should be looking more towards neighbouring brigades like Herts, Cambs, Kent and Sussex. Policies and procedures are much more effective in these brigades. Crews are happier and the data speaks volumes.” (Male, 26-40, Thurrock)*

Other comments included the need for more multiagency working with sharing of resources (1 respondent) and the need for more fire cadet groups across Essex (1 respondent).

*“I feel the sharing of resources i.e. using one building for blue light responders (Emergency Response Station), would provide the multi-agency training to ensure all personnel are made aware of the technology in such potential problems as a fire in electric vehicles.” (65+, Chelmsford)*

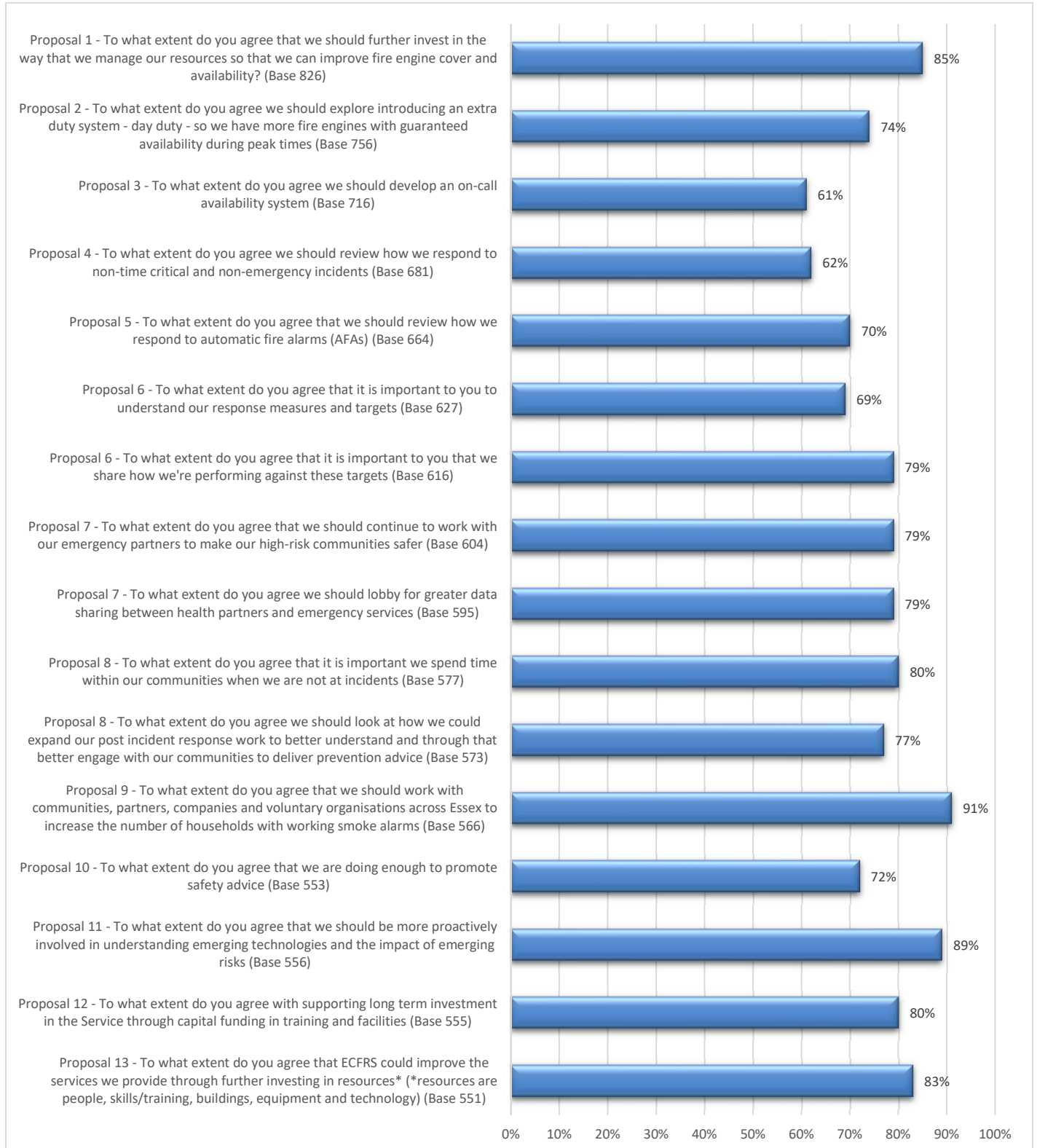
*“Provide more fire cadet groups across Essex.” (Female, 41-64, Chelmsford)*

# Agreement with Proposals

## Overall agreement

The chart below details the proportion overall agreeing (either 'agree' or 'strongly agree') with each proposal statement.

### % Agree with proposals



Base: all respondents excluding 'no response' (551 - 826)

As shown on the previous page, highest agreement (91% overall) was recorded for proposal 9 – working with communities, partners, companies and voluntary organisations across Essex to increase the number of households with working smoke alarms.

89% supported proposal 11 – to be more proactively involved in understanding emerging technologies and the impact of emerging risk.

85% supported proposal 1 – to further invest in the way the service manage their resources so that they can improve fire engine cover and availability.

Lower proportions supported proposal 3 (61% agreed) – to develop an on-call availability system, and proposal 4 (62% agreed) – to review how the service respond to non-time critical and non-emergency incidents.

## Employees of ECFRS

The figure below details the percentage agreeing ('strongly agree' and 'agree') with each statement with a breakdown of those who are currently employed by ECFRS. Colour is used in the table below to highlight highest levels of agreement (green) to lowest agreement (red).

|   | Overall | ECFRS employees |
|---|---------|-----------------|
| Proposal 1 - To what extent do you agree that we should further invest in the way that we manage our resources so that we can improve fire engine cover and availability? (Base 826)  | 85%     | 82%             |
| Proposal 2 - To what extent do you agree we should explore introducing an extra duty system - day duty - so we have more fire engines with guaranteed availability during peak times (Base 756)                                 | 74%     | 71%             |
| Proposal 3 - To what extent do you agree we should develop an on-call availability system (Base 716)  | 61%     | 60%             |
| Proposal 4 - To what extent do you agree we should review how we respond to non-time critical and non-emergency incidents (Base 681)  | 62%     | 46%             |
| Proposal 5 - To what extent do you agree that we should review how we respond to automatic fire alarms (AFAs) (Base 664)  | 70%     | 59%             |
| Proposal 6 - To what extent do you agree that it is important to you to understand our response measures and targets (Base 627)   | 69%     | 63%             |
| Proposal 6 - To what extent do you agree that it is important to you that we share how we're performing against these targets (Base 616)  | 79%     | 80%             |
| Proposal 7 - To what extent do you agree that we should continue to work with our emergency partners to make our high-risk communities safer (Base 604)   | 79%     | 74%             |
| Proposal 7 - To what extent do you agree we should lobby for greater data sharing between health partners and emergency services (Base 595)   | 79%     | 82%             |
| Proposal 8 - To what extent do you agree that it is important we spend time within our communities when we are not at incidents (Base 577)  | 80%     | 77%             |
| Proposal 8 - To what extent do you agree we should look at how we could expand our post incident response work to better understand and through that better engage with our communities to deliver prevention advice (Base 573) | 77%     | 71%             |
| Proposal 9 - To what extent do you agree that we should work with communities, partners, companies and voluntary organisations across Essex to increase the number of households with working smoke alarms (Base 566)           | 91%     | 89%             |
| Proposal 10 - To what extent do you agree that we are doing enough to promote safety advice (Base 553)  | 72%     | 72%             |
| Proposal 11 - To what extent do you agree that we should be more proactively involved in understanding emerging technologies and the impact of emerging risks (Base 556)  | 89%     | 84%             |
| Proposal 12 - To what extent do you agree with supporting long term investment in the Service through capital funding in training and facilities (Base 555)   | 80%     | 80%             |
| Proposal 13 - To what extent do you agree that ECFRS could improve the services we provide through further investing in resources* (*resources are people, skills/training, buildings, equipment and technology) (Base 551)     | 83%     | 83%             |

Lower proportions of ECFRS employees agreed with proposal 4 – reviewing how the service responds to non-time critical and non-emergency incidents (46% of ECFRS employees agreed compared with 62% overall).

A lower proportion of ECFRS employees also agreed with proposal 5 - that the service should review how they respond to automatic fire alarms (59% of ECFRS employees agreed compared with 70% of respondents overall).

Slightly higher proportions of ECFRS employees agreed with proposal 7 - that the service should lobby for greater data sharing between health partners and emergency services (82% compared with 79% overall)

For all other proposals, the proportion of ECFRS employees agreeing was slightly lower or equal to that recorded by respondents overall.

## Analysis by Gender

The figure below details the percentage agreeing ('strongly agree' and 'agree') with each statement broken down by gender (only categories with large enough sample sizes are included here). Colour is used in the table below to highlight highest levels of agreement (green) to lowest agreement (red).

|   | Overall | Male | Female |
|---|---------|------|--------|
| Proposal 1 - To what extent do you agree that we should further invest in the way that we manage our resources so that we can improve fire engine cover and availability? (Base 826)  | 85%     | 85%  | 95%    |
| Proposal 2 - To what extent do you agree we should explore introducing an extra duty system - day duty - so we have more fire engines with guaranteed availability during peak times (Base 756)                                 | 74%     | 71%  | 85%    |
| Proposal 3 - To what extent do you agree we should develop an on-call availability system (Base 716)  | 61%     | 55%  | 72%    |
| Proposal 4 - To what extent do you agree we should review how we respond to non-time critical and non-emergency incidents (Base 681)  | 62%     | 54%  | 83%    |
| Proposal 5 - To what extent do you agree that we should review how we respond to automatic fire alarms (AFAs) (Base 664)  | 70%     | 62%  | 86%    |
| Proposal 6 - To what extent do you agree that it is important to you to understand our response measures and targets (Base 627)   | 69%     | 65%  | 81%    |
| Proposal 6 - To what extent do you agree that it is important to you that we share how we're performing against these targets (Base 616)  | 79%     | 81%  | 82%    |
| Proposal 7 - To what extent do you agree that we should continue to work with our emergency partners to make our high-risk communities safer (Base 604)   | 79%     | 77%  | 90%    |
| Proposal 7 - To what extent do you agree we should lobby for greater data sharing between health partners and emergency services (Base 595)   | 79%     | 81%  | 85%    |
| Proposal 8 - To what extent do you agree that it is important we spend time within our communities when we are not at incidents (Base 577)  | 80%     | 78%  | 90%    |
| Proposal 8 - To what extent do you agree we should look at how we could expand our post incident response work to better understand and through that better engage with our communities to deliver prevention advice (Base 573) | 77%     | 76%  | 87%    |
| Proposal 9 - To what extent do you agree that we should work with communities, partners, companies and voluntary organisations across Essex to increase the number of households with working smoke alarms (Base 566)           | 91%     | 92%  | 97%    |
| Proposal 10 - To what extent do you agree that we are doing enough to promote safety advice (Base 553)  | 72%     | 70%  | 78%    |
| Proposal 11 - To what extent do you agree that we should be more proactively involved in understanding emerging technologies and the impact of emerging risks (Base 556)  | 89%     | 90%  | 95%    |
| Proposal 12 - To what extent do you agree with supporting long term investment in the Service through capital funding in training and facilities (Base 555)   | 80%     | 81%  | 85%    |
| Proposal 13 - To what extent do you agree that ECFRS could improve the services we provide through further investing in resources* (*resources are people, skills/training, buildings, equipment and technology) (Base 551)     | 83%     | 82%  | 89%    |

As shown, female respondents more frequently agreed with all proposals, with this particularly the case with proposal 4 - reviewing how the service responds to non-time critical and non-emergency incidents (83% of females agreed compared with 54% of males) and proposal 5 - that the service should review how they respond to automatic fire alarms (86% of females agreed compared with 62% of males). NB. It is worth noting that this is likely to be related to employees of ECFRS taking part more frequently being male (of the 108 ECFRS employees taking part who provided their gender, 72% were male and 27% female). As noted in the previous section - employees of ECFRS also less frequently agreed with proposals 4 and 5.

## Analysis by Age Category

The figure below details the percentage agreeing ('strongly agree' and 'agree') with each statement broken down by age group. Colour is used in the table below to highlight highest levels of agreement (green) to lowest agreement (red).

|   | Overall | Up to 25* | 26-40 | 41-64 | 65+ |
|---|---------|-----------|-------|-------|-----|
| Proposal 1 - To what extent do you agree that we should further invest in the way that we manage our resources so that we can improve fire engine cover and availability? (Base 826)  | 85%     | 96%       | 84%   | 86%   | 92% |
| Proposal 2 - To what extent do you agree we should explore introducing an extra duty system - day duty - so we have more fire engines with guaranteed availability during peak times (Base 756)                                 | 74%     | 82%       | 69%   | 74%   | 78% |
| Proposal 3 - To what extent do you agree we should develop an on-call availability system (Base 716)  | 61%     | 82%       | 52%   | 62%   | 61% |
| Proposal 4 - To what extent do you agree we should review how we respond to non-time critical and non-emergency incidents (Base 681)  | 62%     | 82%       | 55%   | 62%   | 75% |
| Proposal 5 - To what extent do you agree that we should review how we respond to automatic fire alarms (AFAs) (Base 664)  | 70%     | 73%       | 59%   | 71%   | 80% |
| Proposal 6 - To what extent do you agree that it is important to you to understand our response measures and targets (Base 627)   | 69%     | 82%       | 64%   | 70%   | 76% |
| Proposal 6 - To what extent do you agree that it is important to you that we share how we're performing against these targets (Base 616)  | 79%     | 82%       | 76%   | 79%   | 86% |
| Proposal 7 - To what extent do you agree that we should continue to work with our emergency partners to make our high-risk communities safer (Base 604)   | 79%     | 91%       | 67%   | 82%   | 89% |
| Proposal 7 - To what extent do you agree we should lobby for greater data sharing between health partners and emergency services (Base 595)   | 79%     | 91%       | 77%   | 80%   | 84% |
| Proposal 8 - To what extent do you agree that it is important we spend time within our communities when we are not at incidents (Base 577)  | 80%     | 68%       | 78%   | 80%   | 91% |
| Proposal 8 - To what extent do you agree we should look at how we could expand our post incident response work to better understand and through that better engage with our communities to deliver prevention advice (Base 573) | 77%     | 82%       | 70%   | 80%   | 84% |
| Proposal 9 - To what extent do you agree that we should work with communities, partners, companies and voluntary organisations across Essex to increase the number of households with working smoke alarms (Base 566)           | 91%     | 96%       | 85%   | 93%   | 99% |
| Proposal 10 - To what extent do you agree that we are doing enough to promote safety advice (Base 553)  | 72%     | 81%       | 64%   | 72%   | 78% |
| Proposal 11 - To what extent do you agree that we should be more proactively involved in understanding emerging technologies and the impact of emerging risks (Base 556)  | 89%     | 86%       | 88%   | 88%   | 95% |
| Proposal 12 - To what extent do you agree with supporting long term investment in the Service through capital funding in training and facilities (Base 555)   | 80%     | 96%       | 73%   | 76%   | 92% |
| Proposal 13 - To what extent do you agree that ECFRS could improve the services we provide through further investing in resources* (*resources are people, skills/training, buildings, equipment and technology) (Base 551)     | 83%     | 86%       | 78%   | 81%   | 93% |

\*Due to the small sample size (22 respondents) in the 'up to 25' age category, care needs to be taken in analysing responses from this group.

As shown, those aged 65 and over more frequently agreed across all proposals, apart from proposal 3 – that the service should develop an on-call availability system. Some 61% of those aged 65 and over agreed with this proposal, with a similar proportion of those aged 41 to 64 agreeing (62%) along with a lower proportion of those aged 26 to 40 (52% agreed).

Respondents in the 26 to 40 age category less frequently agreed with all proposals compared with those in the 41 to 64 and over 65 age categories, apart from proposal 11, where equal proportions of those aged 26 to 40 and 41 to 64 agreed that the service should be proactively involved in understanding emerging technologies and the impact of emerging risk (88%).

Those aged 26 to 40 less frequently agreed with proposal 5 – to review how the service responds to automatic fire alarms (59% agreed compared with 70% overall).

Those aged 26 to 40 also less frequently agreed with proposal 10 – that the service was doing enough to promote safety advice (64% compared with 72% overall).

Respondents in the 26 to 40 age category again less frequently agreed that the service should continue to work with their emergency partners to make their high risk communities safer (proposal 7) with 67% of this group agreeing compared with 79% overall.

## Analysis by Disability

The figure below details the percentage agreeing ('strongly agree' and 'agree') with each statement broken down by whether they have a disability/long term health condition. Colour is used in the table below to highlight highest levels of agreement (green) to lowest agreement (red).

|   | Overall | Disability | No disability |
|---|---------|------------|---------------|
| Proposal 1 - To what extent do you agree that we should further invest in the way that we manage our resources so that we can improve fire engine cover and availability? (Base 826)  | 85%     | 87%        | 89%           |
| Proposal 2 - To what extent do you agree we should explore introducing an extra duty system - day duty - so we have more fire engines with guaranteed availability during peak times (Base 756)                                 | 74%     | 85%        | 72%           |
| Proposal 3 - To what extent do you agree we should develop an on-call availability system (Base 716)  | 61%     | 66%        | 60%           |
| Proposal 4 - To what extent do you agree we should review how we respond to non-time critical and non-emergency incidents (Base 681)  | 62%     | 70%        | 66%           |
| Proposal 5 - To what extent do you agree that we should review how we respond to automatic fire alarms (AFAs) (Base 664)  | 70%     | 80%        | 70%           |
| Proposal 6 - To what extent do you agree that it is important to you to understand our response measures and targets (Base 627)   | 69%     | 69%        | 71%           |
| Proposal 6 - To what extent do you agree that it is important to you that we share how we're performing against these targets (Base 616)  | 79%     | 79%        | 81%           |
| Proposal 7 - To what extent do you agree that we should continue to work with our emergency partners to make our high-risk communities safer (Base 604)   | 79%     | 86%        | 82%           |
| Proposal 7 - To what extent do you agree we should lobby for greater data sharing between health partners and emergency services (Base 595)   | 79%     | 81%        | 83%           |
| Proposal 8 - To what extent do you agree that it is important we spend time within our communities when we are not at incidents (Base 577)  | 80%     | 89%        | 81%           |
| Proposal 8 - To what extent do you agree we should look at how we could expand our post incident response work to better understand and through that better engage with our communities to deliver prevention advice (Base 573) | 77%     | 84%        | 78%           |
| Proposal 9 - To what extent do you agree that we should work with communities, partners, companies and voluntary organisations across Essex to increase the number of households with working smoke alarms (Base 566)           | 91%     | 94%        | 92%           |
| Proposal 10 - To what extent do you agree that we are doing enough to promote safety advice (Base 553)  | 72%     | 76%        | 72%           |
| Proposal 11 - To what extent do you agree that we should be more proactively involved in understanding emerging technologies and the impact of emerging risks (Base 556)  | 89%     | 91%        | 90%           |
| Proposal 12 - To what extent do you agree with supporting long term investment in the Service through capital funding in training and facilities (Base 555)   | 80%     | 76%        | 83%           |
| Proposal 13 - To what extent do you agree that ECFRS could improve the services we provide through further investing in resources* (*resources are people, skills/training, buildings, equipment and technology) (Base 551)     | 83%     | 85%        | 85%           |

As shown, respondents with a disability or long-term health condition agreed equally or more frequently with the majority of proposals compared with the sample overall, apart from proposal 12 – supporting long term investment in the Service through capital funding in training and facilities. Three quarters of respondents (76%) with a disability or long-term health condition agreed with this proposal, compared with 83% of those without a disability or long-term health condition.

Higher proportions of those with a disability or long-term health condition agreed with proposal 2 – to explore introducing an extra duty system - day duty – so we have more fire engines with guaranteed availability during peak times (85% compared with 72% of those without a disability or long-term health condition).

Higher proportions of respondents with a disability or long-term health condition also agreed with proposal 5 – to review how the service responds to automatic fire alarms, with 80% of this group agreeing compared with 70% of those without a disability or long-term health condition and an equal proportion of the sample overall (70%).

Respondents with a disability or long-term health condition were also keener to see the service spend more time within their communities when they were not at incidents (proposal 8), with 89% of this group agreeing with this proposal compared with 80% of the sample overall.