Consultation results on the

Police & Crime Plan,

Fire & Rescue Plan and

Integrated Risk Management Plan

- 2019 -

Contents

Summary

The Governance of the Northamptonshire Fire & Rescue Service (NFRS) changed to the responsibility of the Police and Crime Commissioner on the 1st January 2019 and Stephen Mold became the Police Fire and Crime Commissioner (PFCC).

The PFCC wished to consult on a new Police and Crime Plan and Integrated Risk Management Plan (IRMP) which identifies future risks for NRFS, and proposals for how best these will be mitigated.

At the same time the PFCC wanted to refresh his Police and Crime Plan and therefore a consultation with the public took place to consult on these three documents between 4th February – 4th March 2019.

Overall 1055 people took part from a range of demographics, from both internally within the police, fire and rescue services and with people who live and work in Northamptonshire.

Findings from the Fire & Rescue Plan and Integrated Risk Management Plan Consultation:

Prevention - Over 80% of respondents agreed with the prevention proposals of targeting vulnerable people and educating young people

"Start in schools and youth clubs because they are the ones who will trickle it upwards to parents and grandparents."

Protection - over 70% agreed with the protection proposals of targeting the most at risk businesses or buildings, and learning from the Grenfell enquiry.

"Yes use Grenfell as a starting point but there is always room for improvement"

Infrastructure - In response to the proposals on infrastructure changes agreement ranged from; 66% in agreement with building on volunteering schemes, 71% with bringing together fire and police estates to improve efficiency, and 78% of people agreed with reviewing the model for resourcing.

A central theme that ran through this consultation was that the majority of people were supportive of collaborative working between fire & rescue services and the police as long as;

"The changes to infrastructure should be based on improving quality first and foremost not as a money saving exercise!"

Minimum standards of response - At least 80% of people were in agreement with the proposals for NFRS to attend an incident within 10 minutes of receiving a call, and to maintain and crew a minimum of 14 fire engines.

"It depends on the nature of the call, they should be risk assessed and triaged, a blanket ten minute response time is not practical especially in periods of high demand."

Fire watches had a lot of questions about how these minimum standards would work in practice, and therefore there needs to further internal discussion to clarify these proposals.

Broadening the role of the fire & rescue service - Over 70% of respondents agreed to joint preventative activity with the police, responding to medical emergencies where the ambulance service are unable to do so, and to supporting the police in searching for missing people.

"When I fell ill in Las Vegas, the fire brigade was the first response. All firemen there are trained to access patients if the ambulance service is busy. They then request the ambulance after all their checking if they feel it is still needed. With all emergency services stretched to the limit …, maybe this might be worth looking into. It could work well if the firemen are not all on call, and could release the ambulance service at their busiest times."

The main concerns relating to broadening of NFRS roles was that it did not take them away from their core role, and reassurance that other services would not become reliant on NFRS.

Efficiency and effectiveness - agreement ranged to these proposals, 94% agreed with stabilising the future of NFRS, 85% agreed that NFRS should be held to account, However agreement was less with the proposal that NFRS should seek opportunities for income generation (68%)

"The fire service has been underfunded for a number of years. Correcting those years of neglect will require initial corrective steps and investment before real progress can be implemented"

Findings from the Police and Crime Plan:

A total of 75% of respondents were in agreement that the following areas were the right themes to prioritise within the police and crime plan

• Prevention and Early Intervention

• Robust Enforcement

• Victims at the Heart of Justice and Reducing Reoffending

Prevention and Early Intervention - Over 80% of respondents agreed that diverting young people away from crime, improving road safety and increasing support for vulnerable people were the right areas to prioritise.

"Need well-funded and effective methods to give young people a chance, divert from offending, but also make good the harm they cause. Poverty is a huge factor, as is keeping kids in education - many are being excluded from school who then fall into crime; that's not their fault."

Robust Enforcement - Over 80% of respondents were in agreement with tackling modern slavery and trafficking, dealing with national and international threat, and cyber related crime. Agreement increased to over 90% that there should be an increase in police visibility and accessibility, creating a hostile environment, tackling ASB & hate crime, reducing burglary, and greater enforcement of drug dealing.

"Words and sound bites are cheap. Action is what is required...I I do not know any of the police officers names, main reason for this is we do not have regular patrols, none in the day more importantly no patrols at night. I feel sure that most criminals still work under the cover of darkness!"

Victims at the Heart of Justice and Reducing Reoffending - Agreement ranged from over 80% with tackling drivers of crime, addressing mental health issues to reduce vulnerability and offending, and improving support for victims and witnesses, to 91% of agreement with having swift, sure rehabilitative justice.

"I truly feel more has to be done to divert offenders away from crime. Arrest and then prison - especially prison - is evidently not a deterrent, given the reported levels of overcrowding in prisons. So the traditional policing approach of catching a criminal, then washing their hands of them upon conviction, somehow needs to change."

Recommendations:

- The findings should inform the final versions of the Fire & Rescue Plan, IRMP and Police and Crime Plan, and the future activity taken forward from these plans.

- To ensure the public and staff internally are kept up to date with progress and achievement being made with these plans.

- Northamptonshire Police and NFRS should have further communication with their staff about any of the operational issues that have been raised within this consultation, to give reassurance or clarification.

Introduction

The Governance of the Northamptonshire Fire & Rescue Service (NFRS) changed to the responsibility of the Police and Crime Commissioner on the 1st January 2019, and became the Police Fire and Crime Commissioner (PFCC).

The PFCC has a duty to prepare a fire and Rescue Plan to set the strategic direction for the NFRS and the plan must be consulted on with the public. At the same time the PFCC is required to produce a publicly available Integrated Risk Management Plan which reflects identified future risks and demonstrates how prevention, protection and response activities will be best used to mitigate the impact of risk on communities in a cost effective way.

The Police, Fire and Crime Commissioner also wanted to refresh his Police and Crime Plan reflecting changes since his original plan was produced and to reflect the appointment of the new Chief Constable.

There are statutory duties for the PFCC to obtain the views of people in Northamptonshire about their policing concerns, with a specific responsibility to capture the views of victims of crime, on the Police and Crime Plan.

All of these plans link to one another and with the ambition for the police and fire & rescue services to work more collaboratively in Northamptonshire, the opportunity was taken to consult on both the Police and Crime Plan, IRMP and Fire & Rescue Plan at the same time.

Aims of the consultation

• To promote the consultation as widely as possible to those who live and work across the county.

• To ensure the consultation and information running alongside it is as accessible as possible.

The consultation ran for one month from the 4th February – 4th March. Overall **1055** people took part from a range of demographics, from both internally within police and fire & rescue services and with the wider community who live and work in Northamptonshire.

Methodology

Stakeholders - were identified at an early stage and included the following;

•   Senior leaders in Northamptonshire Police and Northamptonshire Fire & Rescue Service

•   Fire Unions

•   Police Unions

•   Police officers, staff and volunteers

•   Fire officers, staff and volunteers

•   General public who live and work in Northamptonshire, and in particular ensuring young people's views were heard as they are often underrepresented in consultation exercises

The methods of engagement and communication were tailored to each of these stakeholders groups to increase participation and feedback. Further details of these are detailed below

Consultation methods

There were several different documents that were being consulted on at the same time which had much detail in them. Therefore to make it more accessible to the public key areas were drawn from the documents and highlighted within the surveys used. Whilst still giving people access to the full documents if they wished to read the detail.

It was also important to understand in greater depth the reasons for people's answers and to ensure they could suggest ideas or raise concerns, which is why a high number of open ended questions were asked.

External consultation materials

To reflect the consultation being accessible to all a range of materials were developed consisting of:

•   A dedicated page on the OPFCC website with full versions of the IRMP, Fire & Rescue Plan and Police and Crime Plan and website link to an online survey www.northantsp.cc/policeandfireplans;

•   A shortened version of the survey in paper format that was taken out in face to face sessions.

•   An easy read version was produced and placed on the website and also sent out directly to groups who directly work with people with learning disabilities.

•   Postcards promoting the survey were produced.

Internal consultation materials

- Two videos of the Police, Fire & Crime Commissioner were produced, one aimed at fire staff and the other at Police, and placed on internal intranet sites.

- A feedback form was produced and sent to fire managers to discuss the consultation with their staff and to use to feedback their views from the team/crew discussion.

External consultation materials

Survey promotion

- The link to the web page with details of the consultation were sent to groups and individuals across the county including through the four Independent Advisory groups (Wellingborough & East Northamptonshire IAG was attended to promote the consultation), Neighbourhood alert, voluntary organisations, business groups, colleges, faith, disability and LGBTQ groups, parish councils, groups working with young people and to all of the local authority borough and district communication teams to communicate.

- Hard copy surveys were sent to all libraries.

- An easy read version of the shortened survey was sent through Northamptonshire County Council services to those with learning disabilities and through the Get On Board newsletter that is sent out to service users and carers of those with learning disabilities across the county.

- An article was placed in the OPFCC newsletter.

- Postcards were distributed at every face to face event and through fire staff at community events.

- Shorter versions of the survey were taken to face to face sessions at a day centre for older people and people with disabilities, and to three emergency service and fire cadets groups

- Links to the consultation were promoted through twitter and facebook by the OPFCC, Police and Fire and Rescue Services throughout the consultation period. In addition the facebook posts were boosted to target a wider demographic of people who do not follow the police or fire and rescue facebook sites.

- A press release was produced and details of the consultation were included in articles in the local Telegraph and Chronicle and Echo newspapers. A radio interview was also undertaken with Inspiration FM.

Internal engagement activity

It was important to ensure the views of both firefighters, police officers and staff were gathered as part of this consultation process.

In the consultation period two meetings were attended by the PFCC or the OPFCC with Fire managers to help promote the consultation and discuss the key areas of the fire & rescue plan and IRMP, and staff were given an opportunity to make any comments or raise concerns.

The video of the PFCC promoting the consultation with the link to the survey were placed in and on internal police and fire newsletters and intranets. Broadcast emails were sent across the two organisations encouraging participation.

A focus group was held with police "free to speak champions" who are from a range of departments and areas within the force.

Police and fire union representatives were invited to attend a meeting with the Commissioner to give feedback on the proposals, or to send their response in writing.

The PFCC formally wrote to both the Chief Constable and Chief Fire Officer inviting them to respond to the consultation.

Media and social coverage reach

Website views

The total page views of www.northantsp.cc/policeandfireplans was 4268, with 3564 being unique page views.

Facebook boosted posts

Four different types of message were placed and boosted on the police facebook page and two on the fire and rescue facebook page. All messages targeted all demographics across the County, with a total reach of 72,090 people.

The social media messages as below were also sent to the 1929 followers of the OPFCC Twitter account.

Over 16,000 people received an email inviting them to take part via Neighbourhood Alert.
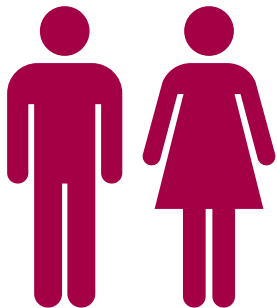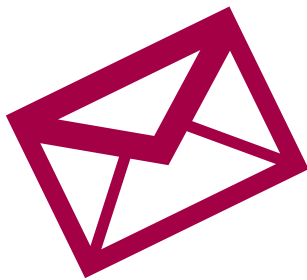
Results

Response rate

Overall **1055** people took part in the consultation, 786 people responded through an online or paper copy (64 identified themselves as police staff, 20 were fire staff), 5 police staff took part in a focus group, 29 fire staff were consulted through management meetings, 62 frontline firefighters took part in 9 team/crew discussions, 172 facebook comments were made, one written response was received from the Fire Brigades Union (see response at appendix 3).

The demographic breakdown of respondents of the 786 people who fed back through the online/ hard copy survey can be seen at appendix 4.

Overall **1055** people took part in the consultation

786 people responded through an online or paper copy

172 facebook comments were made

Prevention

Over 80% of respondents agreed with the following prevention activity proposals:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Targeting vulnerable people, particularly the elderly and middle aged who live on their own	37%	49%	9%	3%	2%	1%
Increasing education to young people to build more resilient communities in the future	44%	40%	11%	3%	2%	1%

Respondents were asked to comment on their answer and if there was anything NFRS could do to improve their preventative activity[1].

Of the 378 responses 478 comments were made. The top three themes for the reasons people answered this question were;

• Educating and diverting young people

• Supporting the elderly and vulnerable

• Focus on prevention education for all

These themes are echoed when respondents were given the opportunity to say if there were other ways in which Northamptonshire Fire and Rescue can improve their preventative activity:

Of the 317 people who responded to this question 343 comments were made. Comments were coded into themes and are shown from highest to lowest:

Educating Children and Young People

Respondents wanted education to begin early, and emphasis was placed on the need to work in schools and with other youth organisations:

"Start in schools and youth clubs because they are the ones who will trickle it upwards to parents and grandparents."

"Working in partnership with youth groups and volunteer groups, having a program designed for school"

---

[1] *Please note there will be more comments than respondents due to the number of people who have made several comments in one answer.*

"By increasing our educational programme for our young people will prevent vulnerability in the short and long term"

Engaging with the public

Many comments were made about the need to be more visible and attend more community events: *"Fire service could be more visible, attending more events and providing more information, maybe having open days at stations"*

"Constant engagement with the communities, not only once a year"

"Engage with all community groups; for example young mums clubs, parish councils; sports clubs; youth groups (cubs, scouts, etc)"

Respondents took the opportunity to comment on the police rather than the NFRS, and some did not know what to suggest

Prevention through communication

Respondents suggested utilising social media to send prevention messages - *"Carrying adverts on social media with important fire safety advice. Many more susceptible individuals only believe what they read on these type of sites."*

Communicating messages through demonstrating consequences of behaviour - *"Using Videos of dangers like putting hair straighteners down on a bed. Exhibitions showing rooms with dangers which families can visit. Saw one on hols once which pointed out faults which cause fires and films of how quickly a fire spreads."*

Many wanted more regular updates on fire safety issues - *"A community monthly news brief on tips and advice on keeping safe. What they have done in the month and what is planned."*

Increased funding/resources

Respondents suggested the need for better equipment;

"Better equipment and maintenance so that vehicles remain on the road."

The wish to increase resources by "employing more firefighters" and considering other departments *"Bigger prevention department with more officers out in the community and schools and able to attend events in the evenings and at the weekends."*

Focusing on vulnerable people

Respondents wanted NFRS to focus on vulnerable people including those with disabilities, the elderly and to ensure carers were included.

"Be proactive in offering practical help to the elderly and vulnerable, e.g. by offering home security enhancements."

"Include carers in prevention activity as they may not live with those they care for."

Feedback from Fire Crews about Prevention proposals

Overall feedback from the 65 firefighters and staff based in 9 watches across the county were very supportive of these prevention proposals, with several stating these are currently already areas of focus;

We feel it's our duty to help where we see people in need. This station is already involved with local schools assisting delivering Fire safety advice/Water awareness etc. We aim to expand this work in line with the IRMP.

They have found the Exeter data very useful (NHS data that can help identify vulnerable people) to target their home safety checks with the most vulnerable stating "approximately 80% visits are with over 75/living alone/with disability"

However they would like more specific training in scenarios with vulnerable people that they may come across *"dementia awareness, hoarding or more detail about who to contact in the event of…..?"*

They would also like further information as to the outcome of safeguarding referrals *"this would help inform learning"*

Protection

In regards to the protection proposals 83% of respondents agreed that targeting the most at risk buildings should be a priority, with 74% in agreement that NFRS should learn from the Grenfell enquiry:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Targeting the most at risk businesses or buildings including multiple occupancy	44%	39%	11%	3%	1%	1%
Learning from the Grenfell enquiry and review the protection strategy in light of this	38%	36%	15%	4%	2%	3%

Of the 282 respondents who gave a reason for their answer the highest themes from the 313 comments were:

Prevention and education

People commented that prevention and education was important particularly for vulnerable people and buildings

"We are all terrified of fire! Ensuring vulnerable people are trained about fire risks, escape routes, escape procedures and equipment. What to do in the event of a fire."

"Working with a number of agencies including Counter terrorism, planning and crime prevention (police secured by design) would minimise risk and view this in a holistic way."

Supportive of these protection areas

Respondents spoke positively about the protection proposals *"Again there are excellent goals and I have to leave it to you as the experts to handle these in the best way."*

Comments on Grenfell and the importance of learning from this tragedy

"It was a tragic event that all of us hope never to repeat the emergency services were not to blame there are many factors involved as to how this happened"

"Yes use Grenfell as a starting point but there is always room for improvement"

Wider responsibility of other organisations and individuals

Respondents commented that not all responsibility should lay with NFRS and that other inidividuals and businesses needed to take their responsibilities seriously; *"Property / premises owners should be more accountable and legislation / prosecutions should reflect this"*

Focus on houses in multiple occupation or high rise buildings

"HMOs are undoubtedly a high risk which need monitoring to reduce adverse impacts on those living in them"

Respondents were asked about ways in which NRFS can improve their protection activity. From the 220 comments that were made (from 182 respondents) the top four themes were:

More information, advice and education

Respondents suggested more education and advice to businesses;

"Educate building material suppliers in the need to supply safe cladding and other building materials"

Or people of higher risk; *"Offer services to high risk victims of hate crime and ASB as standard; the fire risk to these people is heightened significantly"*

More resources are needed

People commented that there was a need to maintain firefighter numbers and to ensure visits to premises and groups was not reduced;

"The substantial increase in population will place greater pressure on the service to deliver. Investment is clearly needed."

"Keep fire stations open, maintain/or increase fire fighter numbers"

"This is basically hoping to re install what was the norm previously. Visits made by fire officers to businesses, school etc which because of successive government cuts have been curtailed."

Inspections

Comments were made about the need for NFRS to undertake inspections or ideas for how funding could be reinvested into NFRS services;

"Commercial properties should be required by law to have inspections carried out but should also have to pay for them. These funds could be reinvested in the fire service"

"Regular inspection of vulnerable premises, training of staff at such places and especially training of firefighters such that they are familiar with all such places and are familiar with the fire risks they are likely to be met with. Training of firefighters is essential especially with regard to their latest equipment and possible hazards."

"Working in partnership with national bodies such as CQC, especially in relation to care homes, joint visits and a collaborated approach to prevention - which I am sure is already in place but maybe not so evident?"

Home safety checks

Respondents took the opportunity to comment on areas that more appropriately sit within the prevention proposals;

"Offer a service for those who are vulnerable but fall out of the care home environment, home visits to suggest fire advice or free alarms if possible."

"Use cadets, especially specialist cadets and train them to support crews with fitting smoke alarms"

Feedback from fire crews about protection proposals

Again fire crews were supportive of these proposals;

"This is a good idea and carries on from where the Exeter data took us, targeting specific vulnerable groups. This would move us on to thinking about and finding out our most at risk businesses and train accordingly"

However several crews raised issues about the need for more training in this area;

"crews don't have access to any learning packages around protection, e.g. What to look for when visiting different types of premises. Training/Support delivered via Crew Manager /Watch Manager only."

A crew also raised a concern about the limited number of fire protection officers available in cases of a high rise fire;

"In the event of a fire in a high rise - crew finds it useful to have dedicated protection resource 'on-call' (out of hours) but considered that there are not enough Fire Protection Officers."

Infrastructure Changes

In response to the proposals on infrastructure changes 71% were in agreement with bringing together fire and police estates to improve efficiency, 66% agreed with building on volunteering schemes such as the emergency service cadets, and 78% agreed with reviewing the model for resourcing.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Bringing together fire and police estates, and exploring current control arrangements to ensure both services are more efficient and the public receive the best service possible	36%	35%	16%	7%	5%	1%
Build on volunteering schemes such as the Emergency Service Cadets	34%	32%	20%	7%	6%	1%
Review the model for resourcing to consider how well it meets demand and risk, specifically looking at how on call staff are used, so they can be used to best effect.	38%	40%	16%	3%	2%	1%

Of the 261 respondents who gave a reason for their answer, the top themes (from the 328 comments) were

These proposals will maximise resources and improve efficiency

"Cost-saving, teaming up and maximising resources is essential streamlining that all businesses and organisations should focus on"

"There are times when joint operation can give improvements, especially where costs are involved... Already 999 somehow splits responsibility between police and fire/rescue, so with care there might be some advantage. As long as it doesn't mean that half staff numbers each taking double the calls."

Staffing/changing the model for resourcing

Respondents commented about how the need to also consider how best to use the current resource more effectively;

"Using existing capabilities to be more effective, not taking on extra roles!!"

Another person commented that more consideration needs to take place of how retained firefighters are used and how best to retain them

"I agree but if on call are not used enough to save money. Then people will not join. Neither are they likely to stay .As a former retained firefighter in Bucks. Family activities are often interrupted by needing to be available."

Supportive of proposals

Respondents commented that they were supportive of the infrastructure changes

"I think this is good because it means that more and more people are helping to make the world a better place"

Appropriate use of volunteers

"These suggestions are simply to mask shortfalls in financing of emergency services. Volunteering schemes should not be used to replace a well manned professional emergency service"

Funding comments

People commented on the importance of retaining the quality of service rather than the focus being on purely efficiency savings.

"The changes to infrastructure should be based on improving quality first and foremost not as a money saving exercise!"

Respondents were given the opportunity to say if there were other ways in which Northamptonshire Fire and Rescue could improve their response through infrastructure changes. Of the 175 comments (from 156 respondents) made the top 4 themes were:

Use of staff and volunteers

Respondents commented that staffing levels should be maintained and the need to fully utilise staff and volunteers

"NFRS should at all levels understand that there are the resources such as on-call, volunteers and the cadet scheme that if utilised in the right capacities can help to improve the service"

"Don't think such a service can operate on a shoestring. Keep up staffing levels, maintain current standards and professionalism. Learn from each other."

Estates and stations

Respondents suggested where stations could be relocated or how estates could be developed, such as for the three emergency services:

"It seems there are now places that have a fire resource but not police so exploring the use of the estates may be an opportunity to improve resourcing in some areas"

"Move some fire stations? Rothwell and Desborough seem very close together for example?"

"It makes sense to house the emergency services (Police, Fire & Ambulance) in one multi-purpose building."

Collaboration

Respondents suggested other areas where collaboration could be undertaken;

"Cost of procurement; a joined up approach to the purchase of equipment and training with neighbouring services."

"Joint departments to save public money, provide resilience and work more efficiently and effectively."

Engagement and prevention

Respondents suggested ways NFRS could increase their engagement in communities and to improve their prevention activity;

"Regular community engagement to reflect on how things are working and if change is needed. Regular newsletter to inform general public of achievements, campaigns and engagement opportunities."

"Training schemes/ online short causes on crime and fire prevention"

Fire crew feedback on infrastructure change proposals

Model for resourcing - In regards to feedback on reviewing the model for resourcing, crews feedback that;

"A minimum of 5/4 (firefighters) should be on each appliance to deal effectively with incidents due to the changing nature of the initial call and possible inaccurate information."

There was also concern about flexi crewing – (this is where a crew of three people are sent to attend smaller fire incidents e.g. a bin fire, but there are a number of incidents that they would not be able to attend without another crew/s). Some fire crews felt;

"Flexi crewing… could put crews in a morally compromising position and could lead to being pressurised into acting against policy & safe practices"

There was also issues raised about the current on call model "current RDS (retained) model considered to be broken" It was suggested that there are different rates of pay for

"bank shift (those who are on call) versus overtime at local station level…there needs to be a change in order to attract more people - it needs to be more flexible"

Conversations in one group led to discussing NFRS being a "lean" organisation and where the impact of this is felt. Examples included the difficulty Watch Managers have in trying to arrange cover on stations at short notice e.g. due to sickness.

"Firefighters are unable to participate in working groups as would not be paid to attend if on non-working day, and never have more than 4 on watch to be released. Only option is for them to attend in their own time and unpaid. Organisationally we have relied upon goodwill for a long time but it's starting to run out."

Sharing estates - crews were positive about how savings could be made and reinvested into services;

"The change of governance can only be a good thing allowing the service to plan knowing its budgets etc., Not looking over your shoulder thinking are we going to be asked to give up more cash. Sharing of buildings etc is working now so will only get better"

Others suggested further ideas for how facilities could be shared, such as training;

"Combining estates seems logical, Mereway station has both police and fire staff and crew find this good. Benefits as able to get to know who to contact within police. Suggestion to look at combining training facilitates e.g. Chelveston could be developed and used for firearms training/ base for this response."

One crew raised a question about how a joint control room would work as the two control rooms currently have;

"different processes/procedures, how staff are structured to process a call, use of comms/radio and systems), so how far could this go? Merging control room activity or more about co-locating – group felt there was little benefit to combining roles, might only be if there was a cost savings?"

Cadets- Crews spoke positively about cadets and suggested there were other ways they could be utilised, such as supporting;

"dedicated events e.g. for prevention, which target specific groups (e.g. over 65's)."

However it was suggested that more opportunities for progression should be made available after they become 18 years old;

"Cadets have no opportunities within fire beyond aged 18, and so NFRS don't realise the benefits in long term (cadets considered to be keen, with 5 years' worth of relevant experience/knowledge) Suggestion to explore opportunities for cadets within fire – possibly through apprenticeships. Cadets do currently have opportunities post-18 within the police."

Minimum Standards of response

In regards to the minimum standards of response at least 80% were in agreement with the proposals to attend within 10 minutes of receiving a call, and to maintain and crew a minimum of 14 fire engines.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
All incidents will be responded to within an average of 10 minutes of receiving a call (e.g. a fire engine should arrive within 10 minutes of your call)	55%	28%	8%	5%	3%	1%
Maintain and crew a minimum of 14 fire appliances (engines) to enhance safety of the public of Northamptonshire, with the aim of having as many available as possible	53%	27%	10%	4%	3%	2%

When respondents gave a reason for their answer the top themes from the 347 comments (from the 295 respondents) were as follows:

Respondents agreed with the minimum standards of response

"I feel this is needed especially given the rise in the number of industrial estates and high rise flats"

"Targets are important for motivation and measuring achievement"

Increased amount of coverage across Northamptonshire

Respondents wanted greater coverage of NFRS services;

"You should be providing cover in all areas, not just some areas, this is where as a council tax payer, best value is not achieved, e.g. our local on call fire station is undermanned and unavailable"

"Should seek to man all 28 (?) stations, even if with smaller tender or unit at some"

Resources/funding

The need to maintain or increase resources is a continual theme across the feedback received about NFRS within this report;

"All emergency services are stretched to the limit at the moment so if more vehicles and staff are available this should enhance the service"

"Ability to respond varies with demand so when it is busy we will not achieve the above unless we increase resources"

Achievability

Respondents questioned if response times were achievable;

"Difficult to see how the 10 minute rule could be achieved in remote rural areas"

"It depends on the nature of the call, they should be risk assessed and triaged, a blanket ten minute response time is not practical especially in periods of high demand."

Wanted reduced response times

Comments included wanting response times to reduce even further or disagreed with how it is measured;

"I feel that ten minutes is too long to attend a call considering a fire could be fully involved in two minutes"

"I do not agree with averages for emergency service response times. They should aim to be there within 10 minutes every time."

From the 170 people who stated there were other ways in which NFRS could achieve their response level, the two highest areas (from 175 comments made) were:

Retained versus full time firefighters

Respondents had differing views about how the fire service structure, some wanted more focus on full time staff;

"The RDS is not cost effective when considering day time availability and is becoming worse over a weekend too. The only way to guarantee safety is through full time firefighters the service relies on on call fire fighters and those personnel are not always available because of work commitments"

Whilst 15 comments were in relation to the value that retained staff brought to the service and the need to invest and incentivise it;

"Yes increase retained (on-call -what a name!!) firefighters. The public and more importantly businesses do not appreciate how significant these members are to public safety."

"Extend tax relief for those companies that allow their staff to be retained fire fighters. These companies are doing a service to the community and it should be encouraged."

A better pay structure within the RDS would increase productivity/ on call availability of said firefighters.

Keeping fire stations open longer and relocating stations

Respondents suggested that some fire stations are not in the right location, or that satellite stations should be considered;

"Are stations in the right place – Kettering isn't"

"More, faces, availability & bases throughout the county"

"Consider satellite stations…centralisation not always optimum"

Feedback from fire crews about minimum standards of response

Many crews had further questions about minimum standards of response and sought clarity on these questions, crews asked;

"Will the 14 pump minimum include those on flexi-crewing? How will this be reported on? Will this be 'live' (actual) pump availability? Will this exclude special-II Vehicle's?"

"Average 10 min response – is this for first response (any vehicle)?"

"What the NFRS strategic stations would be? Is this where the '14' would be located?"

Broadening the Fire & Rescue Role

In response to the suggestions of the fire service broadening their role, 75% agreed to joint preventative activity with the police, 78% agreed to responding to medical emergencies where the ambulance service are unable to do so, and 74% agreed to supporting the police in searching for missing people.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Undertaking joint preventative activity with Northamptonshire Police e.g. widening out home fire and safety checks to identify people at risk of crime or accidents to protect people from harm	36%	39%	13%	6%	5%	0%
To explore opportunities to respond to medical emergencies where the ambulance service are unable to do so, preventing loss of life, as is undertaken in other countries	43%	35%	10%	6%	6%	1%
Helping those who are vulnerable, by supporting the police in searching for missing people	40%	34%	13%	7%	5%	1%

From the 277 respondents who gave a reason for their answer 321 comments were made and the top 5 themes are listed below;

Agreement with Fire and Rescue broadening its role

Respondents commented positively on these proposals which some had seen work effectively in other countries;

"Utilising the skills of already well trained staff and utilising their down time is a very sensible and proactive thing to do."

"When I fell ill in Las Vegas, the fire brigade was the first response. All firemen there are trained to access patients if the ambulance service is busy. They then request the ambulance after all their checking if they feel it is still needed. With all emergency services stretch to the limit thanks to our wonderful government, maybe this might be worth looking into. It could work well if the firemen are not all on call, and could release the ambulance service at their busiest times."

"Emergency services should work together where possible if means saving more lives at risk"

Service should be kept separate

Some respondents did not fully agree to broadening of the role or thought services should be kept separate;

"Agree with preventing accidents but why is the fire service involved in crime related activity, medical emergencies need medical staff"

"The fire services should be able to concentrate on their area of expertise e.g. fires and not be put under pressure to respond to other emergencies."

"Spreading the emergency services doesn't make it more efficient. Firemen are not paramedics and to expect them to be experts in multiple fields is highly risky."

Concern over level of resources to achieve this

Many of those who agreed with the fire service broadening its role wanted reassurance that this was not at the detriment of firefighters core roles;

"Good as long as they don't lose focus on the core fire or rescue cover"

"Again all great ideas as long as there are enough crew to staff such operations and not spread too thinly leaving gaps"

All services should be adequately resourced

Respondents were concerned that fire & rescue service should not be filling the gaps of other services;

"Because we can't weaken one service by strengthening another. We need each service to be available to deal with their speciality. Co-operation is important but not at the expense of capability to work effectively."

There was particular concern that the ambulance service could take advantage and become reliant on fire & rescue services.

"Need to take care with medical opportunities in that the ambulance service do not then use this as an easy option as they have their own targets and resource issues."

Respondents were also given the opportunity to say if there were other ways that the fire & Rescue Service should be widening their roles. Some of the top themes echo those above:

• *Benefits of working together with other emergency services as long as it doesn't detract from core fire services*

• *Consider more community engagement opportunities – and utilise the skills of the voluntary sector*

"Liaise with other voluntary services for support- St. John Ambulance, as already mentioned Air / Sea Cadets and any other organisation that delivers in-house training for first aid or supporting vulnerable people. Engage with the community businesses and work out ways in which they can assist."

"Make links with the community. They appeared at the rocking roadrunner festival and were very friendly and approachable. Things like this make a difference. Maybe go out to schools and even nurseries. Do talks and open days and training sessions. Invite people in. Make links with the community."

Specific ideas on staffing

"Having Community Safety Officers that are employed specifically for evenings and weekends as this is when they can be most effective in the community."

"Have an equivalent to a PCSO who deals with fire safety and local safety checks, leaving fire fighters to deal with emergencies."

Fire crews feedback on widening NFRS role proposals

Joint preventative activity with the police- Feedback was generally positive about the expansion of home safety checks, and agreed that it was a positive approach;

"The expansion of home fire safety is the way forward we are in a trusted position and can point house holders in the right direction and give advice."

However some Fire staff were concerned that there was a lack of resources available when someone has been identified through a home safety check;

"Very little resources to help where we do identify a problem. Occupier has to pay for the resources we suggest."

Assisting the ambulance service

Several watches described being concerned that incidents could be downgraded by the ambulance service if NFRS attends, and the impact this could have on NFRS core role if their time was taken up attending medical emergencies;

"Concerned that by doing any of the above it also then gives a stop on the clock for medical emergencies, i.e. once they know we are in attendance they will downgrade the incident and we can potentially be unavailable for fire calls for several hours whilst dealing with medical emergencies. This could potentially be used to further downgrade ambulances."

"Possible to do this when crew of 6, as this enables 2 people to co-respond, without tying up the pump – the crew had experience of EMAS de-escalating the priority of an incident because NFRS had attended. Which in turn increased how long the patient had to wait for an ambulance."

Helping to search for missing people

Several crews discussed assisting with searching for high and medium risk missing people already, one concern was raised about the appropriateness of one incident they were asked to assist with;

"We have previously been asked to search a forest for a man with a knife. Not acceptable."

Training

Concerns about the level of training needed to undertake some of these wider responsibilities was raised;

"The crew were concerned about the level of training that they would receive before attending medical emergencies."

Keeping identity as a FRS - two watches feedback about the important of retaining their identify and reputation as working for NFRS;

"Not damage our reputation of being impartial by becoming involved in more enforcement activity. That any joint working/extension of role should not take NFRS away from our primary role – concern about how stretched we already are as a service currently"

Efficiency & Effectiveness

Level of agreement differed in response to the efficiency and effectiveness proposals with 85% in agreement that NFRS should be held to account and 94% agreed with stabilising the future of NFRS. However agreement was less (68%) with the proposal that NFRS should seek opportunities for income generation.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
The Fire & Rescue Service should be held to account to ensure the service is effective and efficient	46%	39%	10%	2%	1%	1%
There should be long term planning to stabilise the future of Northamptonshire Fire & Rescue Service	60%	34%	4%	0%	1%	1%
To seek opportunities to generate income to support community safety within the Fire & Rescue Service	36%	32%	19%	7%	5%	1%

Of the 185 people who gave a reason for their answer, the highest themes (from the 211 comments) are below;

In support of income generation

Although agreement with the proposal for NFRS to seek opportunities for income generation, several commented that this was a positive approach and included suggestions for how this could be explored;

"Prevention, Protection and Training Departments can all create substantial income generation."

"Promote and sell education packages increase capacity"

"Home safety checks" and *"inspections"* should be charged for.

However some people were concerned that income generation would impact on the core function of NFRS

"Generating income is not the purpose of any public service - they should all be properly funded and resourced from "taxpayers" money"

"I don't see how, or why, the fire service should be responsible for this. How are they supposed to resource this? Would it lead to an increase in staff, thus dissipating the income?"

Stabilising the future

Several people commented on the importance of stabilising the future of NFRS and how it has been underfunded historically;

"The fire service has been underfunded for a number of years. Correcting those years of neglect will require initial corrective steps and investment before real progress can be implemented"

"A public service organisation is required to be held to account as it is public funding that is being spent. There has been too much instability and short term views to allow a proactive long term strategy to be in place. It is impossible to make effective change without long term plans and financial stability."

Government should provide funding

Several people again commented that the government should provide greater funding;

"Lack of funding is not the responsibility of the fire services. The government need to be made accountable also especially if the resources have been efficiently utilised"

Feedback from fire crews in relation to efficiency and effectiveness

Being held to account - There was a mixed view from individual watches with one being stating;

"We are already held accountable as we should be" whilst another stated *"Operationally we aren't held to account. It's hard to judge effectiveness when on the incident ground."*

Stabilising the long term future - Feedback was positive about stabilising the future of NFRS;

"Long term planning is again more possible now we are in control of our spending and contracts."

One suggestion was to *"Bring in house portable appliance testing which we currently out source."*

Income generation - some suggestions were made as to how NFRS could generate its own income;

"Has the brigade considered ventures such as fire extinguisher servicing/supply and fire extinguisher training which would tie in with visiting large/small businesses for risk intelligence purposes. Furthermore it puts us in the public eye more showing value for their money."

"To set up NFRS as an End Point Assessment centre (Apprenticeships)"

Diversity of the workforce

In response to the question how much do you agree or disagree that we should work with communities to improve diversity of the workforce and services 45% were in agreement.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
23%	22%	25%	5%	4%	2%

Of the 211 respondents who gave a reason for their answers the highest themes (from 220 comments) were:

Recruiting the best people for the job

Many people commented that more focus should be placed on recruiting people who have the right skills and abilities for their role;

"I just want the best people for the job. I don't care who comes to rescue me in a fire as long as they can carry me out and perform CPR to maintain mine or my family's life."

"As long as there is no negative discrimination then the best person should get the job"

Encouraging diversity

However others commented that more should be done to create a more diverse workforce;

"The fire service seems and looks dated. Almost entirely white and male, slow to change, no demonstration of engagement with diverse communities or causes."

"We best serve our communities when we understand them. We should not under estimate the importance of visual representation and how they can influence future generations."

When asked how NFRS could work with communities to increase greater diversity in the work force, the highest themes (from 289 comments) were;

Face to face engagement

"Have a presence at different social/cultural festivities around the county where they can be found."

Activities with young people

"Education, education, education. Work with schools, colleges etc. By having a presence, giving talks, attending careers fairs, working with careers leads, highlighting apprenticeships, raise the profile of support roles as a career, appeal to the doing right side of people's characters. Being more visible in communities on a regular basis rather than only when an incident occurs"

"Sixth forms and attempt volunteering schemes or mentoring schemes to get young adults into the service"

Advertising and communication

"Social media for youth appeal. Community conversations 'drop ins' for local and less technical members of society."

"Promoting provision such as pray rooms available for staff. youth work/recruitment"

Engage through community groups

"Appeal to the wider community groups and look at a wider pool of organisations when advertising roles."

Feedback from fire crews on improving diversity of the workforce

Fire watches described positive work they are currently undertaking:

"We are looking at building Facebook partners that will assist us with advertising recruitment to minority groups. If successful then we will try to roll out across NFRS as best practice."

Others commented that more still needs to be done, or wanted more clarity as to what the crew's role was assisting this activity;

"I think we are doing some good work now, but still needs to reach certain groups .Accessing hard to reach groups for positive fire safety messages will get us in and allow us to show the fire service in a positive light."

"As a crew – want to be able to understand the specific role for them in initiatives such as positive action recruitment campaigns, and that these campaigns are inclusive of all of the Northamptonshire population."

Anything missing from the Fire & Rescue Plan or IRMP

Respondents were given the opportunity to raise anything that should be considered by NFRS or the Police, Fire and Crime Commissioner; Of the 80 comments made the top three themes were:

NFRS being under resourced

"Yes they are underfunded, under manned and too many chiefs and not enough Indians! All our emergency service are too top heavy. What is needed is front line staff and funding? Otherwise this is another smoke screen"
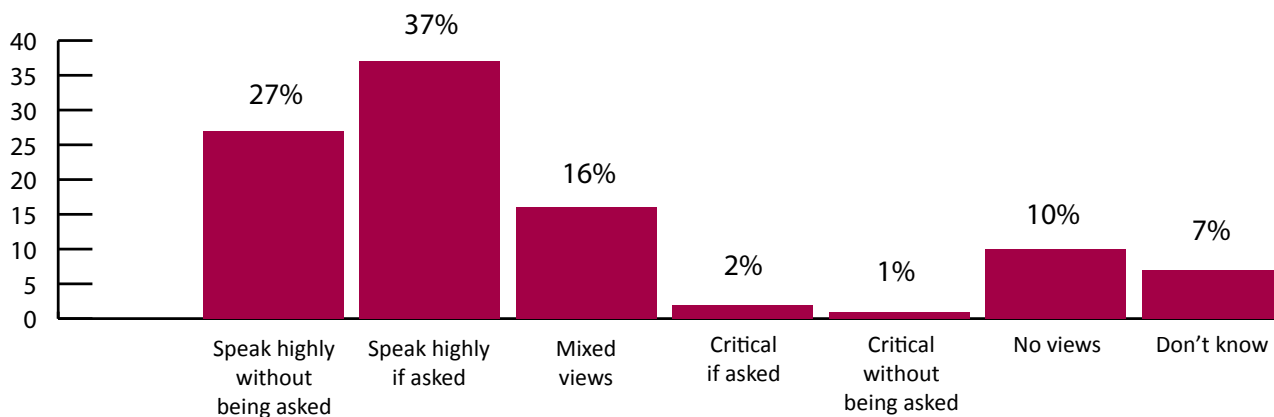
Importance of prevention

"I don't believe that road or water safety are afforded the importance that they deserve, especially road safety considering the amount of people that die on our counties roads."

Keeping services separate

"Keep the 2 services apart. Rationalisation of both has to have an inferior result to both"

Views of Northamptonshire Fire & Rescue Service

Respondents were asked which of the below phrases best describes the way they would speak about NFRS to other people, 64% would speak highly and 3% critically.

Respondents gave a reason for their answer (237 comments) The top 3 themes were:

NFRS do a good job

"I've been in a vehicle accident. I was traumatized but felt safe with the kindness I received"

"Everyone I know in the fire service seems very passionate and genuinely cares deeply for what they do and their responsibilities."

Respondents had little experience of NFRS

"Don't know because fortunately I have not had the misfortune to need them"

"Only lived in Northamptonshire for 18 months and luckily have had no interaction with our Fire Service, we haven't even seen an engine!"
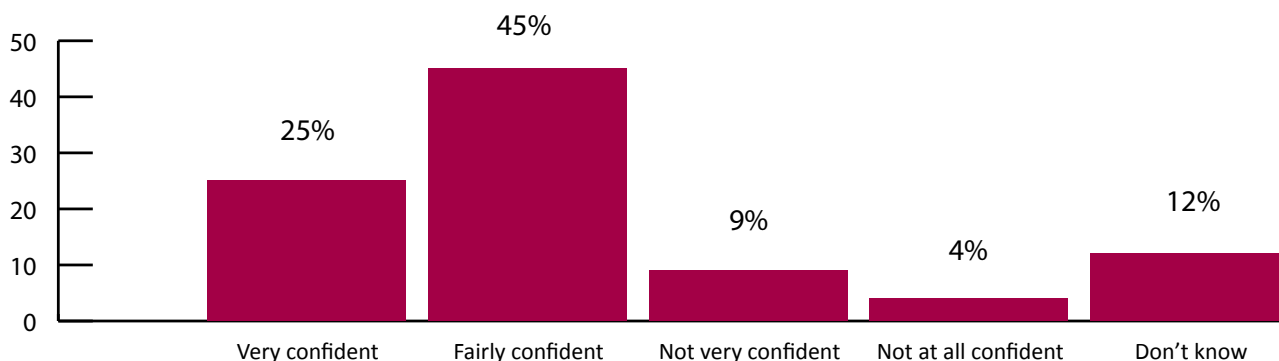
Resources

"The Service has been depleted over the years ...the staff are fantastic but the service needs investment in the people"

"Despite being under-funded, they are there when you need them, are always professional and dedicated to their task."

Confidence in Northamptonshire Fire & Rescue Service

When asked how confident respondents were in NFRS, 70% agreed that it provides an effective service within their local area.

Respondents were given the opportunity to give a reason for their answer. The top three themes from the 205 comments were:

They were positive about NFRS and the work they do

"For the volume of fire fighters and engines/equipment they have. They do extremely well"

"Always had good experiences with fire and they are general very helpful"

Concern about reduced availability or resources

"Engine is not available a lot of the time and speaking to the fire fighters it appears the service has forgotten about them until the lack of on call staff has caused an issue"

"I am aware of sometimes poor availability of fire appliances and crews to provide a safe and efficient service to the county"

Respondents had no experience of NFRS

Respondents commented that they had no personal experience of NFRS;

"I have not had personal experience positive or negative but hold them in high regard as perceive it to be a difficult role"
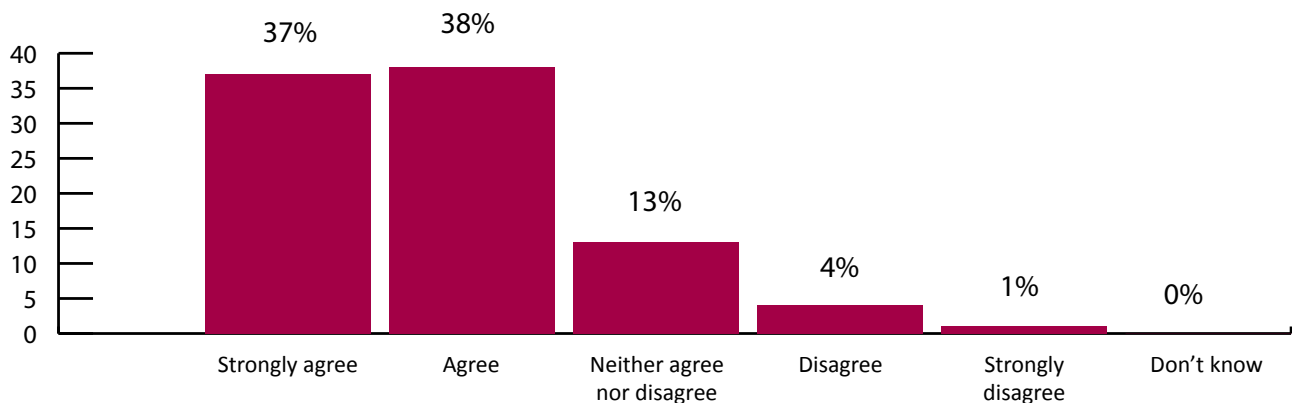
"Haven't heard much criticism of them so I guess they must be doing ok but have no personal experience to back up this view"

Consultation feedback on the Police and Crime Plan

A total of 75% of respondents were in agreement that the following areas were the right themes to prioritise within the police and crime plan

• Prevention and Early Intervention

• Robust Enforcement

• Victims at the Heart of Justice and Reducing Reoffending

When asked for a reason for their answers the top five themes were (of 216 comments):

Agreement with the themes

"They are the right views to focus on as helping people and catching criminals is the most important part of police"

"As the crime rate has gone through the roof it makes sense to look at these areas"

Robust enforcement is important

Respondents commented on the need for robust enforcement to be carried out and the importance it plays in dealing with crime;

"Robust enforcement is key, all too often aggressor are NFA or do not receive justifiable punishment and as such this leads to repeat offending and almost encourages their behaviour as there is no consequences."

"We need to make people aware that they can't just do what they want and that there are consequences"

Prevention and early intervention is needed

Other people commented that it was too late to try and tackle the issue when a person enters into the criminal justice system and emphasis should be placed on intervening early;

"Education and diversion is far more efficient and effective than the Criminal Justice system (which is too late by then)"

"Prevention /early intervention is the only way, start young and start taking back some control over young people. Maybe parenting classes? I have worked for the Youth Justice system and teach NEETS and young people who were excluded from school and they have little respect or idea of right or wrong. They have little concern for others and many feel that life has no value. I think we target primary age children very well but lose it in secondary."

Improving the Criminal Justice System

Respondents commented on areas of the criminal justice system that they did not feel was working effectively;

"The legal system is broken at higher levels with courts and CPS not supporting the Police, when this is fixed maybe the robust enforcement and victim charter will work better."

Or suggested areas that could be focussed on within the CJS, for example to reduce offending

"Measures to reduce reoffending before release from jail could be improved."

Realistic and accountability

Comments were made about how achievable these areas were and how they would be measured;

"They are all sound approaches but I doubt full implementation will happen."

"Robust enforcement is fine but again these are words. How would you measure them"

Prevention and Early Intervention

Over 80% of respondents agreed that all the proposals below are the right areas to prioritise within the police and crime plan.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Diverting young people away from crime	59%	30%	7%	3%	1%	1%
Improving road safety	41%	42%	10%	5%	2%	0%
Increasing support for the most vulnerable	46%	41%	8%	3%	1%	0%

Respondents were asked if there is anything missing that should be included within this theme, the highest themes from the 216 comments made were:

Youth related interventions

Respondents suggested methods and interventions that could be used with young people to divert them away from crime, including the need for strong role models, and highlighted key factors that could make young people more at risk of committing a crime;

"Risk awareness... Children see crime every day but in underprivileged homes this is perceived as the norm. By articulating pro-social norms children will become aware of their situation. Think first / actions have consequences are great but some children only know violence and chaos. By demonstrating what's "normal" you should have better children with better core values."

"Need well funded and effective methods to give young people a chance, divert from offending, but also make good the harm they cause. Poverty is a huge factor, as is keeping kids in education - many are being excluded from school who then fall into crime; that's not their fault."

Police visibility and response

Respondents suggested that a way to prevent crime from occurring was to invest in visible policing as it would aid in intelligence gathering, making people feel safer and building public confidence.

"More community policing - the police do not feel part of the community anymore - hence poor intelligence gathering, poor deterrence and lack of trust in the police"

"Provide a high profile police presence. The fundamental of policing. Make people feel safe by having officers on the streets who are likely to fill the community with confidence. This needs to be done in conjunction with the training department to ensure that officers are well-versed with their role in the community and to provide a professional, confidence-inspiring presence"

Focus prevention activity on specific crime types or with vulnerable people

People stated general comments in regards to prevention;

"Prevention should be a theme that runs across all aspects of keeping us safe"

However many suggested specific crime types that they would like a preventative focus on, such as knife crime and a focus on vulnerable people;

"Knife crime, gangs and drugs, seem to be a very big reason for what's happening today. Think you do the best you can with the very poor resources given to you."

"People who don't understand about home security especially the elderly"

People were also able to make any further comments about these priorities, from the 162 comments made the highest themes were;

Road safety

Respondents were in agreement that road safety should be prioritised and suggested ways in which this could be achieved;

"Strongly agree with road safety. My road is disgustingly dangerous with 80% of road users exceeding the speed limit yet multiple vehicles hitting parked vehicles and an email to my local MP has done nothing."

"I would like to see an improvement in road safety through more drink and drug drive campaigns, robust court results for such offences, an increase in the maximum sentence for causing death by dangerous driving and further robust action against simply "poor driving" like lane swapping, cutting people up, driving far below the speed limit causing road rage incidents etc. A massive thing that would be hugely useful would be a new video released to the general public for how to respond to an emergency vehicle."

Visibility/resources

Respondents as in the question above, wanted more officers patrolling their local neighbourhoods and described ways in which the police can be more accessible to the public;

"Neighbourhood policing needs to be at the forefront, longevity in role to engage with the community, manageable beats from local stations. More open to the public not just the Guildhalll isolating those in your rural towns and villages."

Getting a response/action from the police

Respondents commented that they would like to see more response from the police and a greater understanding of the outcome from crimes being committed;

"I would hope that when a crime is committed it's a police officer who attends in a timely manner, and not just getting a crime number for the insurance."

"There seems no reduction in burglary and vehicle crime. You really need to discuss how you can be more proactive, otherwise the criminals know that your forces are not solving or preventing crime. You know who the 'usual suspects are, so arrest them! We just want the police to be pro-active and it is really depressing to read the emails about this car break in and numerous burglaries. Yes it's good to have the information, but it would be even better to have positive follow up regarding crime too."

Robust Enforcement

When asked how much respondents agreed or disagreed that the following proposals within the theme robust enforcement are the right areas to prioritise, agreement was very high. Agreement ranged from 84% in focussing on tackling slavery and human trafficking and cyber enabled crime, to 96% in creating a hostile environment for criminals and reducing burglary.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Increase police accessibility & visibility in all communities including in rural areas	67%	25%	4%	2%	1%	0%
Create a hostile environment for criminals	75%	21%	3%	0%	1%	0%
Tackle slavery and human trafficking	47%	37%	13%	2%	0%	0%
Prepare for national and international threats	50%	35%	11%	2%	1%	0%
Tackle anti-social behaviour and hate crime	57%	33%	7%	2%	1%	0%
Reduce burglaries	64%	32%	4%	1%	0%	0%
Greater enforcement of drug dealing in the local community	68%	24%	5%	2%	1%	0%
Tackle cyber enabled crime	45%	39%	11%	4%	1%	0%

When asked if there was anything missing from the robust enforcement priorities the highest themes from the 161 comments made were;

Dealing with low level crime and Anti-Social Behaviour

Respondents highlighted lower level issues that they would like to be dealt with;

"Anti-social behaviour has a HUGE impact on communities, but it is seemingly ignored"

"Hoping that anti-social behaviour includes littering and fly-tipping."

Resources and visibility

Comments included people wanting to see more officers patrolling, to know who their local officer is and for the police to not deal with incidents that they deem inappropriate;

"Words and sound bites are cheap. Action is what is required... I do not know any of the police officers names, main reason for this is we do not have regular patrols, none in the day more importantly no patrols at night. I feel sure that most criminals still work under the cover of darkness!"

"You can't do it all with the level of staffing and the sheer load of crimes officers are carrying. The police needs to go back to basics a 999 emergency response service arrest offender's investigate crimes worth investigating. We need to say no to people who phone in about things said on Facebook it's not a police matter and wastes hours of officer's time dealing with them"

Protect children and the vulnerable

Comments included diverting young people from crime, treating young people as vulnerable or making issues like child exploitation more explicit;

"Again - protecting the young; treat as victims of their circumstances and not offenders. Kids in care homes, those that go missing - they have already been failed by parents and systems, we should not fail them; or we will repeat history (serial sexual abuse, missing presumed dead)"

"Child exploitation should be included"

When respondents were asked if they had any further comments about these priorities, the highest themes from the 221 comments were;

More visible policing and resources

Similar comments were listed as answered above.

Wider responsibility than the police

Respondents commented that several of the priorities were also the responsibility or needed the assistance of other organisations or to be effectively tackled;

"I feel that on-line theft and crime can be largely tackled by education and more could be done by banks/ private companies/ schools/ online retailers to prevent it, instead of wasting police time."

"We need to work on a wider scale to get the government and courts on board with tough sentencing and robust use of their powers to make being a criminal in Northamptonshire a very undesirable lifestyle."

Agree with robust enforcement priorities

Many respondents agreed with the robust enforcement priorities proposed;

"All great things to focus on. Making the police more visible should hopefully lower crime in itself. But the extra training and tackling of online crime seems good"

"Human Trafficking is so so important because I believe it is around so much more than we can actually see. I support this HIGHLY."

Are the priorities achievable

Similarly to the comments made about the central themes to the police and crime plan. Comments were made as to whether, the priorities were achievable or realistic, particularly in light of budgets;

"If you could achieve half of the above that would have a significant increase on current performance, however, I doubt there are sufficient resources to commit to these!!"

"Given budgets, I would be amazed if the above priorities could all be given focus. I sympathise with the stretch that the police have to cope with."

Victims at the Heart of Justice and Reducing Reoffending

Over 80% of respondents agreed with each of the priorities within the Victims at the Heart of Justice and Reducing Reoffending theme. Agreement ranged from 81% in response to tackling drives of crime to 91% in delivering swift sure and rehabilitative justice.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Improve support to victims and witnesses	46%	42%	10%	1%	0%	0%
Swift, sure and rehabilitative justice	54%	37%	7%	1%	1%	0%
Tackling drivers of crime such as substance misuse and supporting rehabilitation	43%	38%	12%	5%	2%	0%
Addressing mental health issues to reduce vulnerability and offending	50%	35%	11%	2%	2%	0%

The highest themes were the same when we gave respondents the opportunity to say if there was anything missing or if they wanted to make any further comments. In total 228 comments were made;

Responsibility of other agencies

Some respondents thought the police were undertaking work that is the responsibility of other agencies;

"None of these are the police's job it is the job of other agencies but yet again the police are doing the work of every other agency. Yet again weak management in the police have not had the guts to say NO sorry that is not the role of the police"

"Support for victims and witnesses, swift justice should be down to the CPS and courts and tribunal service not a matter for police if they don't function properly. Re mental health this should be down the NHS to take charge of. You are taking on too much that is in areas you can never control and can only try to influence and as a result you will waste resources that should be engaged in crime fighting activity by trying to over extend yourselves."

Mental health

Several respondents thought that mental health should not just be the responsibility of the police, or thought it was an important priority to focus on as it could be a causal factor of crime;

"The Police should not necessarily be the first port of call for mental health related issues. Partners need to be equally available."

"Joint working with mental health teams at time of arrests."

"Mental illnesses are the basis of so many crimes and so really needs to be tackled"
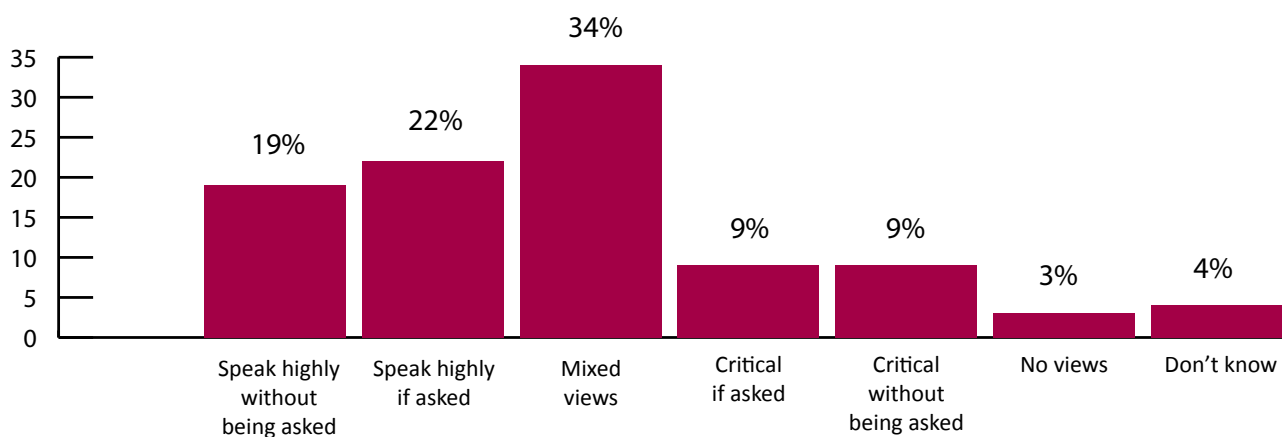
Support and rehabilitation

Respondents commented about the need for more support for offenders to help move them away from committing crime;

"More support for drug users if they want it, it's extremely difficult to get the help when required   Police to be making spot checks in pubs especially the toilet areas where drugs are rife even in the smaller outskirts of town."

"I truly feel more has to be done to divert offenders away from crime. Arrest and then prison - especially prison - is evidently not a deterrent, given the reported levels of overcrowding in prisons. So the traditional policing approach of catching a criminal, then washing their hands of them upon conviction, somehow needs to change."

Views of Northamptonshire Police

When asked which phrases best describes the way respondents would speak about their local police 41% would speak positively, 18% would speak critically and 34% had mixed views.

The three top themes that arose from the 329 comments made, when asked to give a reason for their answer were;

Lack of visibility

Respondents commented about a lack of visible policing and the impact this had on their view of the police even if they thought they did a good job;

"I believe they are good at their job. However I never see them about, and I think it is so important for them to be out in public more to make everyone feel safe. They should always be in 2's I believe the safety of the officers should be a priority as well and should never be alone."

"Most Officers are good but they are being asked to do the impossible because of a lack of them. Contacting an individual Officer is practically impossible unless you don't take no for an answer"

Poor service delivery

Some respondents had been dissatisfied with service delivery, or felt that crime was increasing and the police were not impacting on some crimes;

"Have had a few dealings to report illegal activities and they are slow and cumbersome, you feel like you are the criminal just reporting the crime. Unorganised (no evidence tags in vehicle), no follow up after."

"Gangs and Guns seem to have spiralled out of control I am scared for my children. The town centre does not feel like a safe place and I don't think police are winning the battle due to numbers and training."
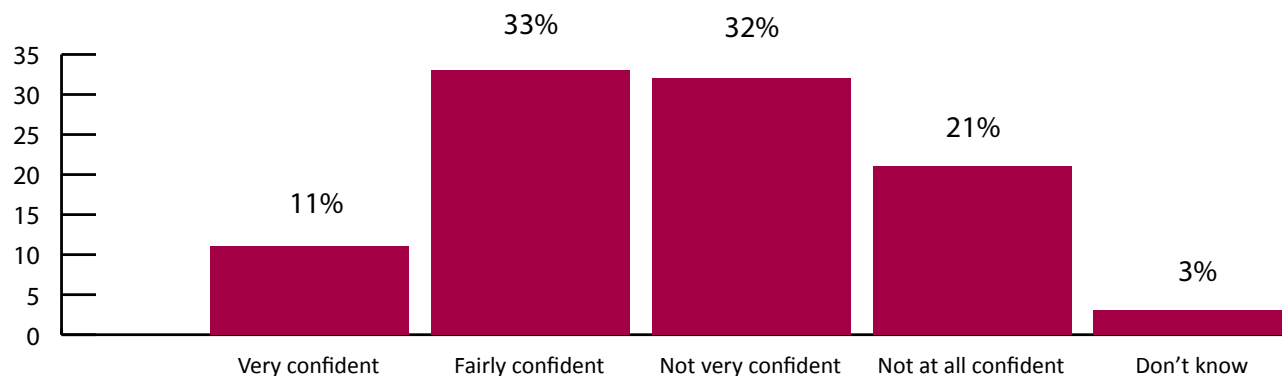
Positive experience

Other people commented that the police do a good job and have had a positive experience in their local area;

"They try to make the community safe, they deserve respect"

"Our neighbourhood is safe and the police played a big part. Many years was bad area."

Confidence in Policing

Respondents made 297 comments about the reason for their answer, the three highest themes are listed below;

Lack of visible presence

Visibility was again a strong factor in how confident respondents were in the police both in the survey and reflected in facebook comments;

"I would like to see Police Officers back on the beat, local Police Officers, that would deal with the daily breaking of the Law that goes unpunished. Police officers should always patrol in pairs."

"Lack of police presence. Always being told of staffing shortages: loss of confidence in the actual policing system rather than in officers themselves"

"Lack of visibility of police makes it difficult for police to know who offenders are and gives offenders opportunity for criminal activity."

Concerns about the lack of resources

Several comments were made about the impact of reduced police resources;

"I can't be very confident, but this is not because of the local police, it is because of cuts I don't think there are enough resources any more. Because of this I feel the police really do their best, but we don't have enough police anymore"

"Although officers are working hard, there is not enough of them. And they are deployed inappropriately. They are set up to fail"

Again this was reflected in facebook comments

"Under resourced so only focusing on major crime or meeting national targets. Lack of police presence has completely eroded community confidence and lower level crime goes mostly unreported as people see it as a waste of time. Pity, the people in uniform and those supporting do an outstanding job for the most part."

Concern that crime is increasing but that it is not being tackled

Again similar comments were in regards to confidence as to whether people would speak highly or not about the police. People reported experiences of increases in particular crimes that they did not feel were effectively being tackled by the police;

"Drugs are taking over, I personally have reported offenders several times but nothing appears to be done. The standard response is resources but yet resources appear to be available for trivial matters. All crime needs to be stopped and I don't have faith in Northamptonshire police."

"Because most people I know who've been assaulted or burgled in the past 2 years have never seen justice and most don't even report it now. In fact I've seen Facebook groups track down criminals faster than the police."

Similar comments were made via facebook

"I know you've been cut down to the very bare bones which is sooooo wrong. But what's left, I can't give a positive view. Constant reports of thefts and burglaries (inc ourselves) have no evidence of police doing any type of investigation and immediately closing the case. Don't see any police around which again I appreciate isn't solely down to yourselves but lack of funding and resources. What would give myself and everybody else I'm sure, is seeing police actually patrolling and hearing cases have been dealt with."

Feedback from a focus group with police officers and staff

A focus group was held with a small group of police officers and staff. Overall they were in agreement with the three main themes in the police and crime plan. A number of the comments raised were about similar areas already previously identified within this report:

Lack of resource - Several attendees felt that the force was unable to be proactive, undertake prevention activity or *"Don't have officers or resources to do robust enforcement"* due to a lack of resources, they believe this is often due to how the force is currently structured.

Attendees from neighbourhood policing teams felt their teams should feature in delivering some of the early intervention theme as there is a lot that PCSOs particularly do to engage with young people, e.g. through schools and youth groups. However some PCSOs particularly in rural areas are feeling that they are unable to do as much engagement as they would like to due to the lack of staff available. It was commented that they feel that they are having to *"let schools down"* and are sometimes having to attend jobs that they deem officers should be attending.

Responding - One person described *"officers feeling demoralised and unsupported because they are rushing from job to job, we have the money and officers just they are not in right places"*

It was commented that officers do not feel they have capacity to follow up all the crimes they wished to *"what positive action are we taking rather than recording crime, where is the follow up."* There was also a perception that criminals knew this and therefore *"know they can get away with it."*

Partnership working - Police attendees spoke positively about local partnership working, however some felt the police were taking on the responsibility of other partners and suggested the *"force are risk adverse, we need to push back to partners"* where it is their responsibility.

Another comment was also made about the wider criminal justice system where sometimes they felt *"victims are let down by CJS, they think it's the police, we need to be clearer with the public about this so they understand it's not the police."*

Achievability - Attendees felt it was currently unclear as to how the police and crime plan will be achieved, some felt there needed to be greater clarity on the activity suggested in the plan, is it describing *"what we are doing now or what we plan to do."* Other people commented that they would like to see more detail developed about *"how these specific outcomes will be met and the measures around this."*

A further suggestion was made that it would be useful for the control room to understand what the key priorities are within the plan to help prioritise incidents after using their THRIVE process.

Overall recommendations from consultation on Fire & Rescue Plan, IRMP and Police & Crime Plan

- The findings should inform the final versions of the Fire & Rescue Plan, IRMP and Police and Crime Plan, and the future activity taken forward from these plans.

- To ensure the public and staff internally are kept up to date with progress and achievement being made with these plans.

- Northamptonshire Police and NFRS should have further communication with their staff about any of the operational issues that have been raised within this consultation, to give reassurance or clarification.

Nick Adderley
Chief Constable
**Police Headquarters
Wootton Hall
Northampton
NN4 0JQ**

Tel: 101 Ext 346034
Switchboard: 101

Our Ref: NA/CR01

22 March 2019

Dear Stephen,

Response to proposed Police & Crime Plan

Thank you for the opportunity to review the proposal for the 2019 -2021 Police and Crime Plan.

I have asked colleagues from across the Force to review the plan and provide me with feedback and I would like to offer the following points, which I hope you will find helpful and encouraging in the future shared vision we have for Policing in the county.

I was pleased to read that preventing crime and intervening early to tackle the causes of crime is embedded with the plan, as this has clear synergy with my Policing Plan, particularly around the element of protecting people.

Supporting victims to cope, recover and thrive is another significant element which is reinforced within the Service Improvement Plan and underpins the Futures Project (FP20) work; providing a comprehensive all-round service to the public.

There is clear symbiosis between the Police and Crime Plan and the Policing Plan supported by the values, mission and philosophy. These guiding elements of the Police and Crime Plan will provide useful reference in terms of the performance of the force and the way in which that performance is delivered.

Given the objectives set within the Police and Crime Plan, I would appreciate a conversation regarding the Accountability Board and how the objectives set within the plan translate into performance measures to assist me in understanding your expectations. Many of the objectives are, quite rightly, long term but milestone performance indicators are essential in order to understand the direction of travel.

In conclusion, I feel that the proposed Police and Crime Plan is both specific, and realistic and supports the ambitions that I have set for the force as well as the longer term aspirations.

**Nick Adderley
Chief Constable
Northamptonshire Police**

Fighting Crime, Protecting People   1

Northamptonshire Fire and Rescue Service

21 March 2019

As the Chief Fire Officer of Northamptonshire I have been supportive of the Governance change of the Service from Northamptonshire County Council to the now Police, Fire and Crime Commissioner, Stephen Mold. This is because I believe it will provide a more stable financial basis for the Service, allowing us to plan for the medium to long term. This is the basis of the PFCC's first Fire and Rescue Plan and as such I fully endorse it as it sets a clear strategic direction for the Service and signals an intention to develop the Service in a progressive manner, working in collaboration with the Police and other partners, for the benefit of the communities of Northamptonshire.

Darren Dovey
Chief Fire Officer

Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton, NN3 6XJ
w.   www.northantsfire.gov.uk
t.   01604 797000
f.   01604 797070

Stonewall
DIVERSITY
CHAMPION

FBU NORTHAMPTONSHIRE

IRMP 2019 – 2022

Consultation Response.

1

Introduction

We read with interest the first Police Fire Crime Commissioner produced IRMP, which has been written to start the process of protecting the public and Fire Fighters rather than written by an accountant justifying cuts to an already lean service.

However, we wish to raise some concerns over the consultation process and believe that a large number of the Northamptonshire public have failed to be consulted on.

The process seems to have purely been social media led. No face to face consultation seems to have taken place. Normally this is done by holding events with display vehicles in town centres and speaking to the public face to face.

There also seems to be a lack of hard copies, unlike previous years where a glossy publication was distributed locally, and available on request. This year seems to be reliant heavily on social media, and only electronically unless the reader decides to print it. We feel that this will have an impact on the number and sectors of people accessing the document, leading to a lower number of responses.

We would like to see the response figure this year cross referenced with previous years, along with details of how the IRMP was distributed each year, and a reason why those without social media accounts or use of the internet were not given their right to be consulted with.

The IRMP also has contained within the document a number of hyperlinks highlighted in red, which should to take the reader to further information/documents, however these do not work! This does not give a good impression to the reader, and obviously makes the supporting information impossible to access.

The IRMP, without being read in conjunction with the background document, fails to explain a number of important points in enough detail to give the reader the full picture, and some of the information read in isolation is misleading. It is unlikely that the general public will read the 62-page background document, and will therefore not be armed with the full facts in order to make informed judgements during the consultation period. For example, on p18 it states that response times have increased as a consequence of increased traffic volumes. This gives the impression that is the only factor. However, the background document gives further reasons such as appliance availability, which is arguably having a greater effect on response times.

In all, we find the whole consultation questionable.

2

Statutory requirement

The description of statutory requirement within the IRMP is no comprehensive enough.

One of the most important requirements is that the service has the right resources in the right places with the right equipment to meet known local risks.

With the failure of the County Council not having an appliance/capital replacement budget, this has led the service to obtain funding from the Government's transformation fund where by the service brought 4 smaller appliances, which carry less firefighters, different equipment and does not carry the standard equipment carried on a normal appliance.

The FBU believes that where the service plans to locate these compact pumping appliance, this will fail to meet local risks. They are a change to response in the local area and the public are unaware on how restricted these vehicles are.

For example, one of the appliance's (Compact Pumping Appliance - CPA) is to be located at Moulton station. Moulton station has the highest head of populations for any of the Northamptonshire stations and the "Eastern district" (Lings, Goldings, Blackthorn, Thorplands, Etc). A lot of these properties are 3 stories plus. With the removal of a standard appliance at Moulton, this removes the only 13.5m ladder at the station, which means anyone who needs rescuing above the first floor will need to wait for an appliance with the right ladder. The Combine Aerial Rescue Pump (CARP) which is also at Moulton cannot access large areas with in the eastern district as they are linked with footpaths not roads for the vehicle to use.

These appliances (CPA) also do not carry chemical suits, used to protect firefighters in the event of chemical spills. One of the other CPA's are set to be located at Wellingborough station. Within its risk area is Scott Bader one of the world's largest chemical producers.

Not only is this a failure for the service to meet its legal responsibility to cover local risks, it also means an appliance from another area would need to attend these incidents leaving those areas unprotected.

Northamptonshire is such a small service and with the service trying to keep a minimum of 14 appliances available it poses a risk that these appliances have mixed limited response to incidents and not the standard response vehicle Northamptonshire Fire and Rescue has always provided to the public.

3

Change of governance

The FBU has consistently raised concerns that allowing PCC's to take over fire services could adversely affect the service by putting financial savings ahead of public safety. There is also concern regarding the public perception of the fire service changing from being a humanitarian agency to an enforcement one.

The public's view of the police and reception of them is often quite different to that of the fire service. Association with the police through shared governance and working could damage the reputation firefighters have built up in neighbourhoods over the decades; which they rely upon in order to gain access to people's homes for vital fire prevention and rescue work.

Thankfully, this IRMP does not at this stage include any significant plans that would currently realise these concerns.

However, we have seen some creeping in of Police work into the service with Fire Engines being used as CCTV surveillance units and fire service staff and equipment being used to searching for wanted criminals. This will lead to Fire Service staff being viewed as Police and not the neutral humanitarian service it MUST remain.

Review Performance

If you cross reference the background document with the IRMP (if you find a link that works) the IRMP is misleading.

In 2013/14 fire deaths were at their lowest, since then we have seen them **increase**. (PG18 Background document). In fact last year saw the highest death rate from fire since 2012.

Northamptonshire has the **highest** Fire Related fatalities in its family group. For the second period in a row. (Pg 19 Background document)

We have seen an **increase** in Dwelling fires since 2014/15 period. (Pg 20 Background document)

2017/18 also saw the highest non-fatal casualties in fires since 2011/12 (Pg 21 Background Document).

The FBU believes that fire does not look at age, location, gender or race. Fire can happen anywhere and at and time and that all of Northamptonshire residents should receive Fire Safety advice from the service.

Road traffic incidents remain at an average of 504 since 2010 even with the increase in vehicle safety.

The removal of Mereway's Technical Rescue Vehicle (TRV) from attending RTC's should be reviewed as cross jumping, it puts pressure on existing fire cover and adds to the road risk. Crews will have to

4

return to station on an emergency response, from another incident, in order to collect the TRV and then attend another incident.

Special service calls excluding medical response and RTC's have seen a year on year increase since 2013 (Pg 29 Background Document) References are also made to Rushden and Diamonds which has been closed for a number of years.

Finance

For a number of years Northamptonshire Fire and Rescue's IRMP has been produced to meet financial limitations placed upon it by central and local government.

We acknowledge that the PFCC has to rebuild the services finances however we are concerned that the investment required in an ageing fleet, buildings and equipment will put as much financial pressure on the service as it was under before. We are concerned that the Fire Estate will be sold off to fund the above.

We have seen in the last few months an investment in RTC cutting technology on some appliances and believe this equipment **must** be rolled out across all appliances, or the service should change attendances to bring this much needed equipment to all RTC's.

Prevention

The IRMP detailed previously that the service is to target the age group of 40 and above however this fails to be repeated within the prevention area of the document.

Safe and well visits are described on p18 in a way that indicates that we are actively carrying these out brigade wide, however the current format fails to fit within a firefighters role map and are currently only being trialled at a limited number of locations.

Protection

Once again, we see a missing link.

Protection of High Rise buildings starts with the design, and those responsible with its upkeep. We would hope that a Grenfell type incident would never happen in Northamptonshire, however thought should be given to how the service would deal with a large unusual incident type. Initially 4 appliances were sent to Grenfell. Within 1 hour, 40 further appliances were on route. Within this IRMP the service is looking to maintain at least 14 appliances available as a minimum.

Response

Maintain 14 appliances. How will this be achieved?

Northamptonshire has 28 Fire Engines so the service is looking at guaranteeing 50% of its fleet. NFRS has been providing a service by the skin of its teeth over the last few years. The enforced cuts against the service have had a detrimental effect on appliance availability for incidents. Appliance availability has been as low as 6 covering the whole county, and after attending incidents, this has resulted in NO appliances available, county wide. From this, it is good to see the service will ensure

5

the minimum number of appliances, however this does not stop the numbers dropping, just the fact that they do not want it to happen. Little detail is given on how this will be maintained.

Once again, we see an estates strategy and echo our concern that Fire Service estates being sold off just to keep our heads above the financial situation the service has been left with.

We also see in this section a glancing comment with regards to the Fire Service Control Room. Fire service control was moved to Daventry as part of a previous review and an investment of multi million pounds to get to the state of the art technology required to support the Fire Response, to keep the people of Northamptonshire and firefighters safe during incidents.

This comment leads us to the assumption that tax payers will once again be paying for a pointless move just because "someone else has come along".

A reduction in staff has had its ultimate effect warned by the Fire Brigades Union in that we now do not have the staff to crew all the appliances here in Northamptonshire. Although there is a service wish to get all 28 appliances available 24 / 7 the IMRP details that only 14 of these will be available as a minimum.

This affects response times, but also has a knock on effect as those available appliances are moved around to provide much needed fire cover in other areas of the county, and our on-going prevention activities are affected.

Local communities must understand how the on-call system works and how this is used to protect their communities as well as others in Northamptonshire.

Within the response heading we see response times year on year has increased. However, only marginally. We are concerned in order to increase on-call firefighter numbers an on-call station can take up to 8 minutes to respond from home or work to their station. Add this to the two minutes being allotted to call handling the services own 10-minute response is unachievable by an on-call station.

Pressure is already being applied to stations who have good on call availability and those stations crewed by full time firefighters being used in poorly served area's putting road users and crews at risk as response distances have increased.

Nick Ferrison

Mark Jones

Kev Mills

Ro Cutler

Northamptonshire Fire Brigades Union

Executive Council

6

An Individual	483
An organisation	6 (majority were people who selected this response worked for NFRS or Police other than Oakley Vale Community Association)
Employed or volunteered for Northamptonshire Police	64
Employed or volunteered for Northamptonshire Fire & Rescue Service	20

The remainder of the demographics were in all surveys

Local Authority area respondents were from:

Corby	8%
Daventry	11%
East Northamptonshire	14%
Kettering	12%
Northampton	28%
South Northamptonshire	13%
Wellingborough	14%
Lived out of County	1%

Do you:

Do you live on your own	17%
Live with family	82%
Live in supported accommodation	1%
Shared accommodation (with friends)	1%
Multiple Occupancy (i.e. bedsit)	0%
No fixed abode	0%

Gender

Male	57%
Female	42%
Transgender	0%
I self identify as	1%

Disability

Yes	18%
No	82%

[2] Percentages may add up to over 100% due to rounding error.

Age

Under 18	15%
18-24	4%
25-34	7%
35-44	13%
45-54	21%
55-64	18%
65-74	15%
75 or above	6%

Ethnicity

White British	91%
White Irish	2%
Whire Other	3%
Mixed White & Black Carribean	0%
Mixed White & Black African	0%
Mixed Other	0%
Black or Black British Carribean	0%
Black or Black British African	1%
Any other Black background	0%
Asian or Asian British Indian	1%
Asian or Asian British Pakistani	0%
Asian or Asian British Bangladeshi	0%
Asian other	0%
Chinese	0%
Other	1%

Sexuality

Heterosexual/straight	91%
Lesbian/Gay woman	1%
Gay man	2%
Bisexual	3%
Transgender	0%
Questioning	0%
I self define as	3%

Religion

None	46%
Christian	47%
Muslim	1%
Jewish	0%
Buddhist	1%
Hindu	1%
Sikh	1%
Other	4%