Appendix A to report on
Integrated Risk Management Process / 2020 Planning Process
Shropshire and Wrekin Fire and Rescue Authority
8 October 2014

Appendix A – Results from the External Consultation Process

Overall Responses

Are you male or female?		
Answer Options	Response Percent	Response Count
Male	64%	154
Female	36%	88
answered question		242
skipped question		0

Which category below includes your age?		
Answer Options	Response Percent	Response Count
17 or younger	0%	1
18-20	1%	2
21-29	6%	15
30-39	21%	51
40-49	21%	50
50-59	26%	64
60 or older	24%	59
answered question		242
skipped question		0

Proposal 1: The merge of our Fire Control Centre with at least one other organisation.

Proposal 1 - We have been told that if this proposal went ahead people would have most concerns about the following issues. Please tell us how you feel about them:

Answer Options	No opinion (%)	Not concerned at all (%)	Slightly concerned (%)	Quite concerned (%)	Very concerned (%)	Total Response Count
Loss of local knowledge and its impact on response times	2	7	5	10	76	242
Too large an area for one call centre to handle	2	14	9	14	62	242
Dependence on IT and what it might mean if it were to fail	2	8	11	15	64	242
Impact on staff morale, health, well-being and family life	3	7	13	17	60	242
				answered question		**242**
				skipped question		**0**

If the Fire Authority were able to meet these concerns, how supportive would you be about the proposal?

Answer Options	Response Percent	Response Count
Very supportive	12%	30
Quite supportive	18%	44
No opinion	7%	17
Quite unsupportive	14%	35
Very unsupportive	48%	116
answered question		**242**
skipped question		**0**

Do you think there are things in the proposal which could disproportionately affect particular individuals, groups or communities?

Answer Options	Response Percent	Response Count
Yes	54%	130
No	19%	46
No opinion	27%	66
If you answered yes above, use this space to tell us what they are and how serious they are		91
answered question		**242**
skipped question		**0**

If you answered yes above, use this space to tell us what they are and how serious they are?
Vulnerable individuals who may struggle to provide clear information, response times could be additionally hampered by loss of local knowledge. Gazetteers are only as good as the info in them and this varies between Council areas. Many Councils are also struggling due to financial cuts.
Its unquestionable to even think of moving the control room out of Shropshire
Its a very bad idea to merge the control room, keep it where it belongs in Shrewsbury
Lack of local knowledge which could add minutes on to call. This could result in fatalities.
We live with an ageing population and response time is key to saving lives. Losing a few minutes in response will detract from the time needed to safely extract a disabled/elderly victim from a house fire. While we understand that IT would be available to a merged unit, it would lose much of its local knowledge. In a large town local knowledge is replaced by CCTV and police reporting of traffic problems, in a very rural area much information is passed on word to mouth. When a farmer has to block a road with heavy machinery in order to carry out his/her business. This is not reported by traffic organisations or radio stations, local knowledge is invaluable in these places
Loss of jobs, loss of service delivery, a less efficient service leading to longer response times and ultimately putting lives at risk
The lack of local knowledge in rural communities.
The current workers in control
Loss of Jobs. IT Jobs!
Hello, I had to call the Shropshire Fire & Rescue out to an Automatic fire alarm last night at my workshop, The service I received from fire control was second to none first class, What a shame to close it down, Very disappointed, I'm sure you can save money in other ways!
I have no confidence that arrival times would be adequate
Some homes/businesses in Shropshire could be left with response times that almost ensure fatalities
As mentioned above, Fire Control staff will be affected, which could lead to issues with morale and motivation.
keep Shropshire control in Shropshire
We truly won't know until changes have taken place and something unfortunate occurs; this would then incur an explanation and a comparison to what was in place previously.
There are never savings with these projects! It's like the new merger of the north west centre one of the brigades were given £32 million & the savings are £21 million - so the £15 million waste is what? Irrelevant????
Everybody would be effected. You've had you answer let me move to the next page please.
What happens when the computerised system crashes (as they occasionally do) and the controller is in Worcestershire. I do not believe that the saving in cost of moving fire control out of county is proportionate to the loss of the local service.
Elderly. Staff morale. Too large of an area.

The combining of different services together was tried in the North East of the country a few years ago, and was thrown out because it was not feasible. IT technologies not developed to account for different protocols required by each service to the same type of incident. Also Regional Control Centres thrown out by the government because of cost and lack of development of required technologies. Therefore if combined controls go ahead it will affect ALL groups of people and communities in respect to the service delivery of the organisation

The Merging of control posts has risk:
- The advantage of multiple control posts is that they mitigate redundancy, i.e. should one be out of action (plane crash in to it) it is possible to redirect the control of operations to another site.
- The dynamics of teams become pressured if all (or most) employees are centred around one location. You will get conflict at work and having the ability to move someone elsewhere temporarily is a useful HR option - rather than suspension. Different sized control centres allow for personal development of staff a small rural control centre to 'cut your teeth in' before heading to the higher paid metropolis where the demands might be more intense.
In Telford the Local Plan being set by Telford & Wrekin Council looks to increase the population by some 35,000 people by 2030. The current smaller control centres are likely to need enlarging in time to cope with the increase. Land (and buildings) is not likely to get cheaper - land is a finite resource and last time I looked nobody was making any more of it! Generally the default for collaboration of resources is to move to the densest area. So rural locations are likely to suffer: a) from a drop in the amount of local knowledge (SAT NAV isn't the solution to all routes) b) a loss of local employment opportunities and skill set in the local community. The short-term savings will be outweighed by the investment required in a few years to support increased employment land and housing (as per the local plan).

Being the much smaller Council area, I am concerned about the loss of local knowledge and the over reliance on technology. My team is responsible for responding to emergencies and we have had occasion even with local knowledge where the wrong council have been notified of an incident which delays our response. Whilst measures have been put in place to try and rectify this, if the control room is much farther away - I would be very concerned about getting the correct notifications

Whilst I now live in Shrewsbury, I used to live in Bridgnorth, where I can now see a huge difference in emergency provision and response times. I am from a farming background in the Stottesdon area originally and recall many an incident when the fire tenders were using local water sources to put out a fire. Whilst I assume the emergency services use more sophisticated navigation systems than the average delivery driver, my parents have been visited by some very strange firms unable to locate their intended destination.
I have discussed these issues with retained fire fighters and retired ambulance control who have provided mixed responses. However, trying to deduce the outcome of the Toulours pub incident, leads me to think lack of local knowledge resulted in the negative response to this rural incident, so I do believe rural and remote areas will be disproportionately affected by the proposed changes.

Response times effect everybody, if you don't know the area you could send the fire tender the wrong way, local knowledge goes a long way

The more rural communities

Shropshire is a predominantly rural area and individuals who live in the remoter areas would be disproportionately at risk in the event of an emergency.

The potential loss of both familiar and targeted local knowledge and the implementation of suitable alternatives regarding routing to an incident should it become necessary.

The people who work in the Fire service would lose their sense of vested interest and subsequently the service would suffer.

I cannot see how this would improve the service only cause additional delays as to how long it takes to get a fire engine to my home.

It concerns me that more local services would be lost. I view Fire Control as front line like the firemen so how could you possibly consider losing this service and the people who work there to another emergency service. Keep the expertise in Shropshire.

Living on the borders brings its challenges at the best of times when it comes to getting public services. With this proposal I am extremely concerned that it would delay a response to my property.

Living in a rural area I know how important local knowledge is, this was demonstrated recently when an ambulance was delayed in attending a serious road accident at Prees Heath I believe because it wasn't dispatched efficiently.

I think the rural areas will suffer as they already have longer response times, our post code on a sat nav does not bring people to our property it takes them into Wem approx 2 miles away.

Without local knowledge, the people who man the call centres would have difficulty accessing what are the most appropriate measures to activate in response to an emergency call. Many far flung villages and hamlets in Shropshire do not have wide enough roads to accommodate some of the fire engines, or if travelling at speed might endanger other road users, as there are few passing spaces. Loss of life is the obvious concern.

Hadley and Leegomery Parish Council does not agree with the merger of the Fire Service Control Centre currently based at Shrewsbury with that of another organization outside Shropshire. It is concerned that this would put lives at risk and the saving of £300,000.00 is not such a great proportion of the total budget as to justify this. The Fire and Rescue Service must prove that any such change would not result in a degradation of service and increased risk to life and property across the large rural and urban areas that it covers.

The fire service should learn from the mistake of the ambulance control moving to the West Mids. You only need to read the papers to see the mistakes that are being made at the new North West Control merger as well as West Midlands & Staffordshire! I.T is not the answer - there are faults that you need local people with the local knowledge - this is what saves lives!
A saving of 150k could be taken from elsewhere - just look at the top of the range cars the Shropshire Officers drive round in!

I do not agree with or support any proposal that will remove or downgrade the availability of a Shrewsbury based Fire Station and the dispersed stations throughout this large county. Recent traffic accidents have highlighted issues that could prevent centrally controlled, located services from responding rapidly. Such an approach will inevitably lead to failures leading to possible mortalities. When will planners stop thinking of finance? You cannot put cost before lives. Cut planting flowers on traffic islands and spending ridiculous sum on riverside sculptures before cutting emergency services!

The loss of local knowledge would affect all groups but would be extremely serious for those living in isolated rural areas. Heavy dependence on IT a great risk to all, public and SFRS personnel.

Particularly for older people and the computer illiterate.

People living in very rural areas in Shropshire would be very difficult to find in the event of an emergency. Staff at proposed call centres would have no knowledge of just how difficult it is to find addresses in rural areas.

The very nature of our county - highly rural, low density of population, narrow access to some areas, areas of wild upland, major roads that are already accident spots - eg A49 south of Shrewsbury, not to mention the number of times the A5 east and west between Shrewsbury and Telford is closed due to accidents - witness last week's fiasco of being stuck from 5-00pm to 7-00pm!

it didn't work for the ambulance station so can't see why it would work for the Fire Service

When things get too big you lose all the good will and things just get out of hand, nobody knows what they are doing.

I should think we should have learned our lesson by now, when you see what a mess all the other institutions have got in to. I know it can cost a bit more, but local knowledge can also save money. KEEP IT PERSONAL. BETTER FOR EVERY EVERYONE

Due to increased area being covered and number of operators on duty at any one time, increased pressure to deal with calls needing advice and reassurance whilst awaiting appliances. Knowledge of how long it will take to arrive lost when talking to member of the public adding stress to control operators. Due to not knowing area. Poorer service to communities at large. Could cost lives. IT failure, it has been known. Poorer service to SFRS stations and personnel with regard to all the other tasks and services control provide the service at large other than emergency calls. What are the real savings when taking everything into account control staff do and others will have to be employed to carry out those tasks??

Elements of these proposals will affect various individuals, groups or communities in many different ways, and to varying degrees...mostly seriously!!!

If we lose Fire Control we lose the heart of the Fire Service in Shropshire

Oswestry is a high risk area in terms of size of population, % of elderly population, deprived areas, large hospital etc.

I am concerned about rural communities who would potentially experience far longer response times - this would particularly impact on vulnerable groups (elderly and disabled etc).

As the ambulance control have demonstrated, by having a regional control costs lives, surely this is enough?

The communities of Shropshire will be affected by loss of local knowledge which will ultimately increase attendance times

Everybody!

No doubt all the assurances will be given on paper that central controls will overcome all the issues raised and be robust and reliable. I think that in rural areas where strategic station locations could be misdirected then lives could be put at risk as we do not have as many cover moves available to us as say a city brigade where the issues are masked by having more options. I think it is critical that we keep the local knowledge just where it is and this has proven to be effective. No amount of money saving can ever be justified against loss of human life!

Increased risks to vulnerable people if response times are delayed due to a lack of local knowledge. Tourists/visitors to the county may not be aware of their surroundings therefore having local people with good local knowledge who can tease out information from callers where necessary.

If IT systems fail, local knowledge is a massive key part to mobilise fire appliances.

How is a call centre operator able to understand a child or person with learning difficulties calling in a panic with vague descriptions of their address or location who does not understand post codes? The operator will not be familiar with all locations in their area causing stress and anxiety as they are as concerned as the person calling.

people of Telford and Wrekin

The ambulance service is horrendous now it has left Shropshire - please do not do this to our fire control!!

I think the fire service donating all those fire engines to take abroad should think about charity starting at home! I have read that there is 9 million in reserves & the £300k (approx) given as saving for closing a vital Fire Control is a drop in the ocean & should not go ahead!! How many people will die just to save £300k and I bet it will end up costing tax payers more than what is saved in the long run! KEEP FIRE CONTROL IN SHROPSHIRE!! I was visiting headquarters in Shrewsbury on a station visit & the amount of Officers in posh cars was in believable!! Save £300k there & don't all have top of the range Audi's, BMW's etc..

I will be moving to Shropshire very shortly and am coming from an area where 2 controls have recently moved; working in this 'new' environment gas given me the right to say a few things:
1. Moral will drop to the extent that it will cause extreme pressure to all concerned
2. Local knowledge can mean the difference between life and death no matter how good the IT is.
3. Experience will be lost because those who 'know better' say it will work
4. Things only work in fire control because the operators etc make it work.
5. Conditions of service may be different for each service which can cause bad feelings.
6. Reduce the number of personnel in areas where one person can do more than 1 job instead of harming a section of the organisation that, even with such small numbers, gets the job done effectively and efficiently.

By merging controls will reduce capacity and resilience of Control. This will drastically affect people needing the fire service during periods of high demand. For example areas traditionally affected by flooding, Shrewsbury, Ironbridge, Bridgnorth.

THE ONLY SAVINGS WILL BE FROM WAGES DUE TO JOB LOSSES, OFFSET BY THE LARGE AMOUNTS WHICH INEVITABLY HAVE TO BE SPENT ON TRYING TO MAKE IT WORK. GOVERNMENT THREW £483 DOWN THE DRAIN BUT COULDN'T EVEN OBTAIN A SYSTEM, LET ALONE GET ONE WORKING

A combined control centre could be overwhelmed by one service on occasions to the detriment of the other services. Presumably the location of response vehicles would not be altered as part of cost savings as response times need to be maintained.

please keep an emergency service control in our county - computers go wrong people do not

Virtually every individual will be affected with the loss of local knowledge. Detailed local knowledge must contribute to a speedy response.

a predominately rural county needs more resources though expensive. Central government should contribute to this extra expense from the profits it makes elsewhere

I feel as though the public are being short changed and lives WILL BE at risk. We the public we're asked for more money, you got the money and now you are reducing the service. If you were a private business you would be investigated by Trading Standards, I feel conned, this just isn't on. The service will not be better regardless of advances in technology, nothing beats human local knowledge. Technology is not without its issues and having spoken to a couple of my local fireman it seems as though the technology in Shropshire is patchy at best. You can go on TV and tell the county we have fantastic technology but the people on the ground are telling me different.

I feel lack of local knowledge & a call centre with little or no knowledge of the Shropshire area could have a major impact not for the better in the area. Look how response times have changed for the worst in the Coventry & Warwickshire area since main locally based call centres where closed and centralised in another region. I feel people shouldn't have to do this form it's basic common sense. This is the Government wanting to save a few quid and put pressure on the Services to do so AGAIN. It's not right and personally I do not and will not support what is proposed.

The loss of local knowledge could be catastrophic. Non-local call handlers may not know the sparsely populated rural areas and its limited accessibility. By the very nature of 999 calls this will cause additional stress to those needing assistance and delays by emergency services.

As stated above

The names of areas villages and estates share more than similar with or the counties local knowledge is vital amongst the control team

The loss of Shropshire's fire control would mean that the Chief Fire Officer would no longer control his resources and would be entirely reliant on a remote distant mobilising room. Furthermore the local knowledge of the vast rural area that Shropshire boasts would be lost to an individual sitting behind a screen, reliant on the callers ability to correctly identify their location. In Shropshire the large rural area and complex layout of our border may not always mean that the right fire engine from the right station is mobilised if the control operator is wholly reliant on IT

Fire Control staff. The only group in SFRS that are under the threat of redundancy.
As 2/3 of Fire Control staff are female it does not reflect well on the Service that is predominantly male dominated.
The claim is that SFRS needs to save money the public money, however, the public will not save any money as the proposed 300K saving will go into the capital reserve not into reducing what the public pay.
With the increase in precept and the resulting reduction in how much SFRS need to save there is no requirement to lose our Fire Control, other savings have been identified that do not effect so radically any other group

The whole of Shropshire would have a poor service

SAT NAV DOES NOT ALWAYS WORK IN THIS AREA AND MANY GOV ORGANISATIONS/ CONTROL DEPARTMENTS THINK WE ARE IN WALES,

After my recent visit to Shrewsbury station I am surprised that the money cannot be saved by cutting the car allowance of Officers as there were top of the range Audi's, BMW's & Land Rovers to name a few!
After Shropshire losing the ambulance service control. I think fire bosses should be learning from this bad example & be keeping a fire control that is the vital part of the service! I had to ring 999 when I was involved in a car accident & wasn't sure where I was but the operator had local knowledge & pinpointed me as even the computer had issues in finding my location!!
DO NOT CLOSE FIRE CONTROL!

Being born and bred in Shropshire the merging of Fire Control with any other Service will be the first step to losing our local Fire & Rescue Service. If we are unable to protect our frontline Service's such as Fire Control who directly impact on saving Shropshire lives and the safety of the public in Shropshire the logical next step will be to merge all parts of the Fire & Rescue Service and have 1 x CFO, 1 x Fire Authority, 1 x HR department, 1 x Fire Safety department etc. etc. Losing control of our own local services should be emphatically declined. The merging of Shropshire Ambulance Service Control Room some years ago has had a detrimental effect on services to Shropshire Communities and its emergency response. This is a good test case and a demonstration as to why we should not do the same with our local Fire Control.

The people of Shropshire have already been affected greatly by ambulance merging. Can you as the Fire Service not learn from their mistakes and not do the same for Fire Control?!
The £500k saving I read about in the Shropshire star is a drop in the ocean compared to the amount of money worth of cars Fire Officers drive around in?!

Yes the staff.
Putting extra demands on them.
If your first on-line survey which didn't work is anything to go by, the reliance on technology to remotely manage and deliver a service which could put lives at risk, then I feel you need staff with the knowledge and understanding within the region to keep the people of Shropshire safe.
Feel that all this is a money saving exercise much like the FAILED regional controls and only after million of £ spent realised that it wouldn't work, are you going along the same lines.

I have been instructed to write on behalf of Worthen with Shelve Parish Council. The parish council is the largest geographically in Shropshire and is very rural! The main concern is the lack of local knowledge of operators. Not only of the location of settlements, but the terrain and issues caused by extreme weather conditions that have and can be experienced in this parish. Operators without local knowledge would not in our opinion be able to direct crews or establish realistic response times.

Local Shropshire people will suffer due to the lack of local knowledge of the call handler who is answering their emergency call. This could result in time delays or even fire engines heading to the wrong addresses. Locally named places in such a rural county is extremely common and not always easy to find on whatever amazing technology is in place.

There always are. They might not yet be apparent but flexibility in response is very important. Nobody should be so emotionally tied to these proposals that they can't objectively change or reject them in part or as a whole.

The area of cover too large, small rural communities likely to see reduction and service and risk of sending Fire Engines to wrong location increased. The 999 service for Shropshire MUST remain in Shropshire and be staffed by people from Shropshire with jobs kept in the county.

Those in rural areas (eg in villages where there are no house numbers, only names) where IT systems might struggle and lack of local knowledge could hinder.

job losses

Loss of live and local knowledge is a powerful thing in a service like this.

I am aware that there have been issues since day 1 of the launch of the mobilizing system. It is an experimental system that has been beset with problems. Very few services use it and integration with other FRS systems has been difficult to say the least. A small FRS such as Shropshire should rely on proven technology not unproven systems.

Shropshire has a large rural area and local names are not necessarily going to appear on IT systems

The proposal is driven by centralisation and cost-cutting and has no basis in the actual purpose of the Fire and Rescue Service, which is to provide a vital service to the communities it serves. It is ridiculous and an extremely serious and naive lapse in judgement.

The main issue is knowing the area, and surely this is the only issue! my partner is a firefighter with SFRS and I think its not only the call centre staff who would feel demoralised by a merge but also the Firefighters who are all mostly from the Shropshire area and would probably know more on a call out than the person who was supposed to be handling it!? That shouldn't be the case, they have enough to deal with this too. How can you reassure a persons trapped that you are on your way... just round the corner… only 5 mins... but not have any clue!?... will be like dealing with a bad taxi firm whose drivers are all from nearby cities!? It will just become messy and very unhelpful.

Staff travel to the new location with job losses inevitable when a merger takes place. Very concerned. All staff with local knowledge need to be employed - even if in a job share option.

Sparse rural communities. Postcodes cover large areas. Maps miss out many tiny places. Local knowledge is needed.

People would lose their jobs

The next set of questions are about:

- **The new Draft Integrated Risk Management Plan 2015-20**
- **Modified IRMP Response Standards**

Do you wish to comment on the above consultation issues?		
Answer Options	Response Percent	Response Count
Yes	39%	93
No	61%	146
	answered question	239
	skipped question	3

Did you find the plan easy to understand?

11.8%
28.9%
59.2%

- Yes
- No
- No opinion
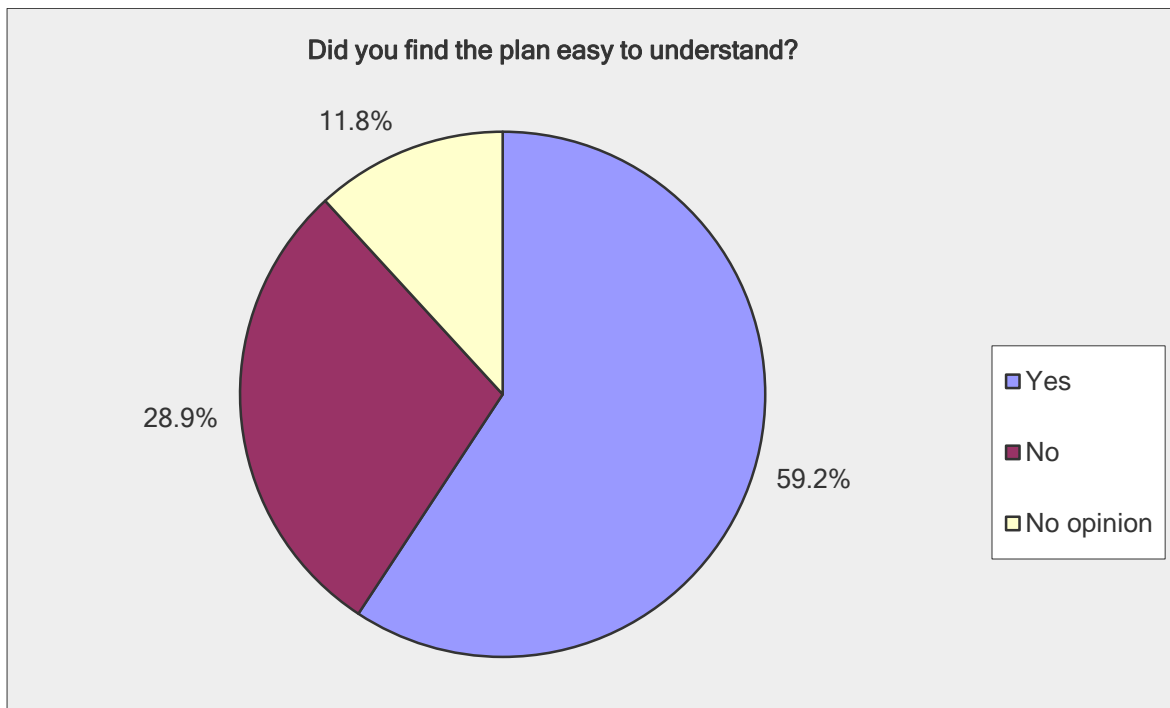
If you selected 'No', please use this space to tell us how it could be improved
It is not written in an easy to understand format for the general public who are not in the know
I gave this document my best effort, but the challenge to understand it resulted in me not responding prior to discovering this questionnaire through comments on Shropshire Star website.
Too many acronyms - very confusing.
These are very technical documents that require very high level reading skills. Many people would find them intimidating. Diagrams, graphs etc require further explanation.
Response times for a fire appliance where a caller cannot give a precise location to an operator who does not know the area will make no sense.
Have not read it yet
There is far too much non important analytical information which the public doesn't really need to know with the important information mixed in which could give the impression that you are trying to hide it.

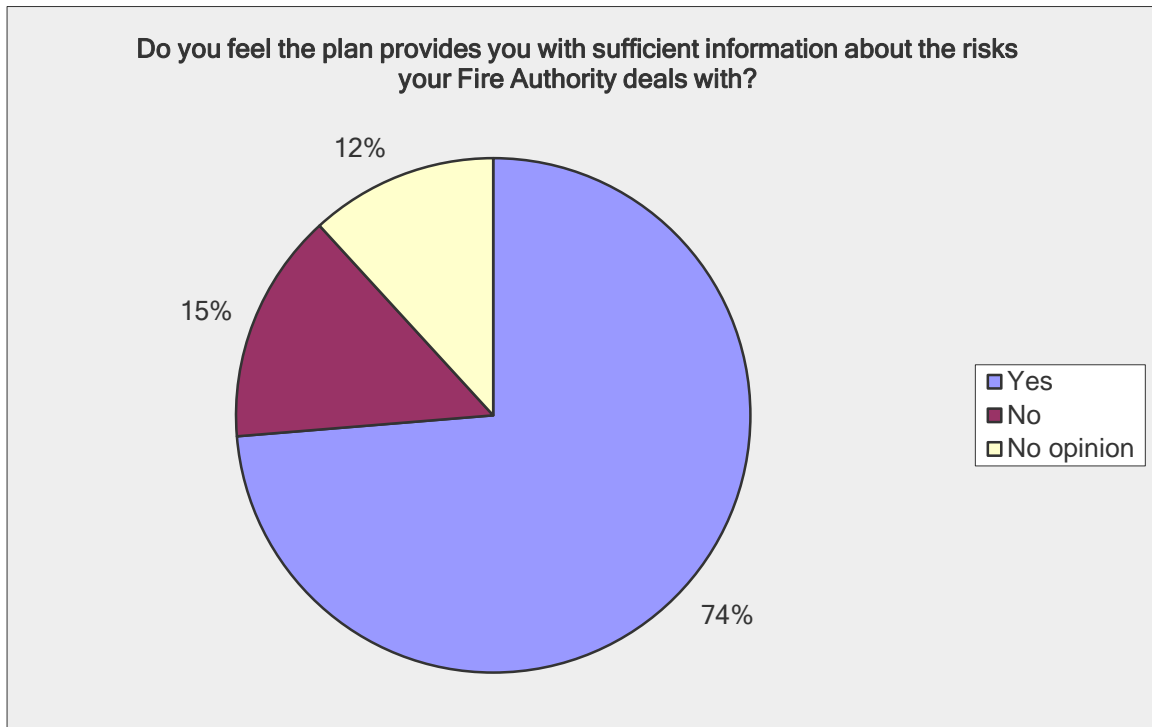| |
|---|
| a brief summary could have been given at the beginning, too many figures, got confusing and VERY boring to read |
| It was not an easy read unless you had already some basic fire service knowledge. Some areas were not explained e.g. the difference between Grey book and Green book conditions in the savings for business fire safety |
| to many statistics that are being used to make things look better than they are |
| I'm an idiot and most people are not familiar with your Fire Service jargon! Please avoid speak aimed to baffle the majority and ALL the details would be more helpful. |
| No it's very much a political document rather than in basic language that every day people can understand to make informed decisions. |
| It's a lot of information to take in, and doesn't tell me a lot about what departments do - such as Fire Control, which is what this survey is about |
| Far too complex for the non-professional. I am a professional person but the proposals relay on specialised knowledge for full understanding. I fear that this consultation is purely an exercise in being able to say that the public were consulted, and not that they understood what was being put in front of them. |
| Too much reliance on facts & figures, no Executive Summary. |
| Over complicated |

Do you feel the plan provides you with sufficient information about the risks your Fire Authority deals with?

- Yes — 74%
- No — 15%
- No opinion — 12%

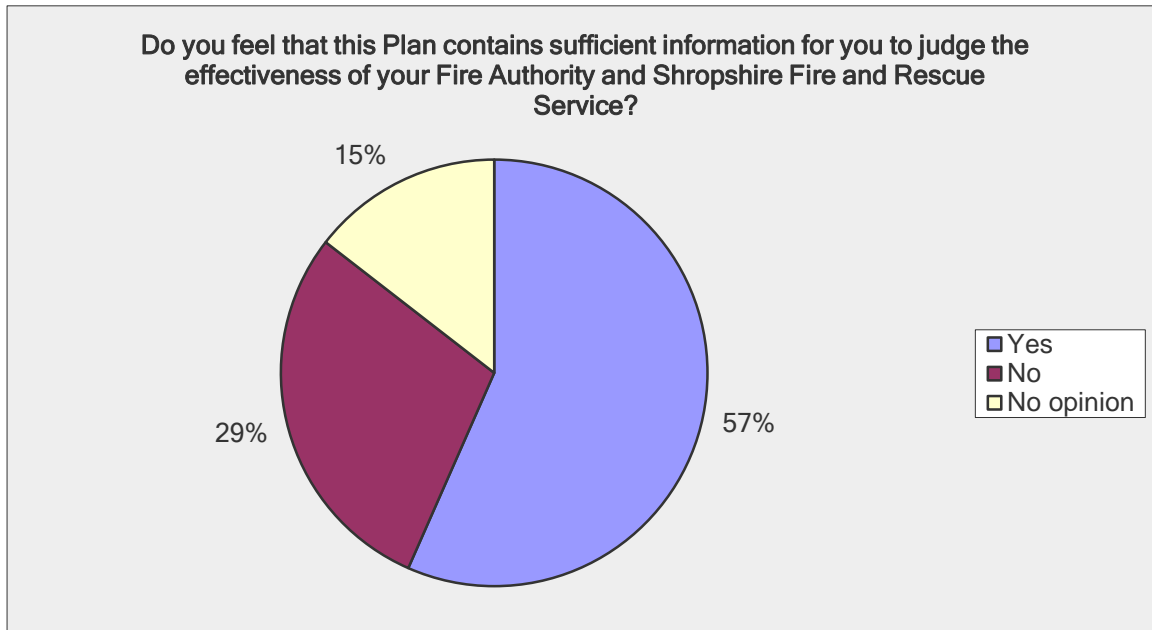| If you selected 'No', please tell us what additional information you would like |
|---|
| If anything perhaps too much information, which could possibly be difficult for a member of the public to take in. |
| It was very informative, but I found the specialist terminology and some of the graphs and table a challenge to interpret. |
| Information is very detailed and technical - most people would feel intimidated by such information rather than informed. |
| See answer above |

Quantify where the incidents actually are rather than just grouping to a rough area.
No I feel as though you are telling Shropshire what you want them to know, we cannot make a judgment because I don't feel you are providing us with the truth.
It provides lots of stats but not enough information on the future of incidents and the technology that it relies on to keep the people of Shropshire safe (first on-line survey questionnaire)
Data yes, understandable information NO.

Do you feel that this Plan contains sufficient information for you to judge the effectiveness of your Fire Authority and Shropshire Fire and Rescue Service?

15%
57%
29%

- Yes
- No
- No opinion

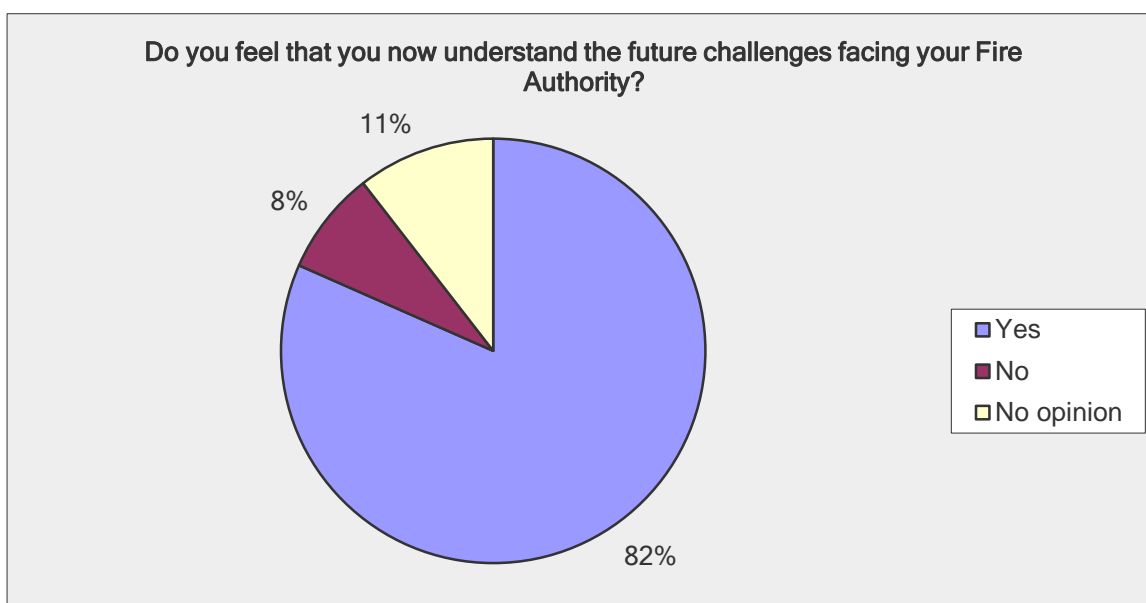| If you selected 'No', please tell us what additional information you would like |
|---|
| Only told what you want to tell us and with your slant on it |
| There is a lot of detail in the document and it appears to cater for the informed and not neesarily the general public, which I understand. My view is a subjective view - I think things are generally fine, but .... I might think differently if I am directly involved in an incident that the SFRS is required to participate in. Response times, KPIs etc are all well and good (they are in my opinion only indicative). If you take half an hour to get to a burning bin in the middle of a field (when the response time is 20 mins) then I don't really mind (risk to life is probably minimal); if on the other hand you take 3 minutes to get to a block of flats at 5 in the morning where there are hundreds of people and some of them died then, I would not really be interested in the fact that your response time was (say) 5 mins. I will trust the professionals to make the correct recommendations provided the chosen option wasn't just because it is the cheapest. Finally, it doesn't ask the question how much extra would you be prepared to pay to keep the service as it is? |
| I felt the Plan was biased towards the proposed cuts and efficiency measures. Personal experience has lead me to my conclusions. I am a conscientious member of the public, so when I extended my property, I requested advice on where I should position an additional smoke alarm. The response from the Fire Service was not helpful, needless to say I did not bother to get an additional smoke alarm fitted. I am currently in a position to pay additional council tax and detest the onslaught of state-provided services, which I have contributed to for the past 33 years and expect to have to do for over 10 years until I reach 66. I believe the cuts have gone beyond achieving efficiency through addressing waste, but we now result in an inferior service which although your figures don't demonstrate will in the future have the effect of more loss of life. Whilst housing is improving, especially in rural areas, I do have concerns about an increasing proportion of disaffected people who have little care for their own safety or that of others. |
| I would query the statistical data in the plan as some of it contradicts itself and its not clear where it all come from and is it applied to all areas in a consistent manor. |

No comment other than I do not support any proposal to centralise our service
Specific details of the plan are not available. There is no information about how the proposals would improve services in my area. From what I have read services would be reduced.
See above answer
More information on why a particular standard was not met would be helpful to make a judgement on how you intend to improve that performance area.
All financial records of what you pay any officer of station manager and above including payments made for overtime, cars, expenses and any other additional payments made on top of their salaries also all payments to staff that are not in operational roles e.g equality and diversity, admin support e.t.c
As above
could give more details
Some of the information contained makes bold claims without actually detailing the factual truth and somewhat misrepresents a true picture
I am not confident that the information contained within it is a true picture as to how things are current day, particularly in relation to resources. For people with less knowledge or interest in the running of the Fire Service this could be misleading and affect their ability to judge the effectiveness of the Service.
As usual, information handed out to the public is, just enough information given to get the results required to go in the direction you require. It's not a new tactic.
Yes it highlights that the whole document is about saving money thus increasing the risk to the population of Shropshire via the use of technology which I believe is ineffective
More information about how they spend public money
Data yes, understandable information NO
Think the sharing of controls is a good cost saving idea. The previous government looked a regional controls - is there anything that could but used from that work?
The plan doesn't explicitly provide information on the value or contribution of the fire authority
Better use of staffing could be used, why 12 station managers when 6 could do the same tasks, on one on one off basis

Do you feel that you now understand the future challenges facing your Fire Authority?

- Yes — 82%
- No — 8%
- No opinion — 11%

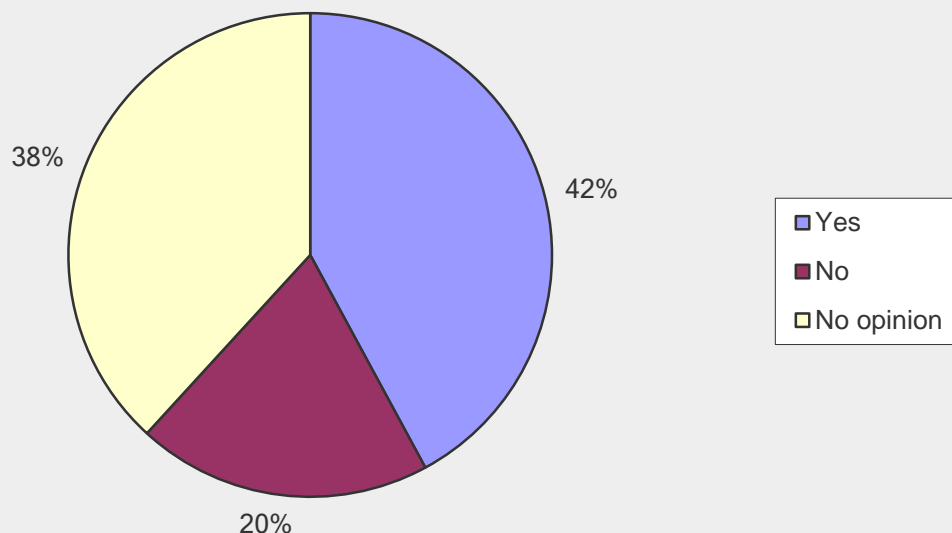| If you selected 'No', please tell us what additional information you would like |
|---|
| I understand that the service is facing significant budget cuts. |
| How will a person in Hereford understand the risks in the Telford and Wrekin area they have never lived in. |
| Have some knowledge because I have seen another authorities plan |
| Total wage budgets for Headquarter staff and for operational staff (assistant group commander and under) to compare where the most money is being spent. |
| Yes I understand the pressures regarding budgets but I am sure there are other ways to cut costs. I have travelled past the Fire Station at night, I am led to believe firemen are on the ground floor, so why are your fancy lights on at night, why are there lights left on the upper floors?
I saw Midlands Today the other night, 9M in reserve????   300k saving for losing your control room, in my opinion you need to reconsider before it's too late, lives will be lost. If I have an emergency I want to speak to someone from Shropshire. |
| All public sectors are making "efficiencies" but once these "efficiencies" are meet, you begin to nothing more CUT SERVICES. At this point, you risk being the service you are. |
| But not in a positive way |
| The other option, for comparison, i.e. if money were not a consideration what would the ultimate professional service look like (with costings). That way we would be able to judge how far removed we are from the ideal. |
| All public services have to produce more for less money. Seems to be a well written report. |

Do you agree with the change to the terminology used in the Integrated Risk Management Strategy Response Standards?

- Yes 42%
- No 20%
- No opinion 38%

If you selected 'No', please tell us why
People outside of business or those who have no grounding in current business language fail to read documents because they feel it was not written for them to understand.
I found it a challenge to understand. Is it important that I as a lay member understand? I believe it is a general trend to reduce the involvement of the general public. I feel my opinions are not valued in general as democracy is costly and inefficient.
The changes in terminology do not change actual risks

Will it be police or ambulance?
jargon
Is this not change for change sake
I feel that an 85% target rate is insufficient. What is being suggested is that in every 100 similar incidents, it is worth sacrificing the life/quality of life of those involved in 15 of them to help save money?
This is meant to confuse
Changing labels removes understanding. A typical ploy at times like this
I don't understand the question!

If you need to, use the space below to tell us what else you think the plan should include and how it could be improved.
I'm afraid like so many organisations the Fire service has been taken over by 'administrative language', this isolates the majority of residents straight away. They need plain English and straight talking, simplistic I know but essential if an organisation truly wants inclusion.
The press has already quoted two different figures in terms of savings from two different officers, how do we know the figures are accurate and true?
As stated above, there is a large amount of information for the public to digest but it is a difficult balance to ensure that sufficient information is provided to enable informed decisions to be made.
Always operational whilst the fat cats enjoy high wages, perks such as cars. Have a good look at yourselves.
I believe the new company set up last year should be aggressively expanded and promoted so as to provide income to offset future cuts.
The utilisation of RDS staff to wholetime roles should be more forthcoming. It would give the RDS staff more scope and maybe help the brigade with any recruitment issues that may arise. In the long run saving the brigade on training new wholetime recurits as they are already qualified.
Very clear and easy to read and very comprehensive
I regret not being able to attend the meetings provided. I am very grateful to have this opportunity to respond. EXAMPLES I HAVE ENCOUNTERED OF CENTRAL CONTROL The Police response in Bridgnorth was extremely poor due to control originating from centres such as Leicester. When trying to describe where anti-social behaviour was taking place in areas which were inaccessible by patrol cars, the operator would say I have no idea where you are talking about, I am speaking to you from Leicester. When I needed AA assistance with my car on a small road between to B roads, I tried to describe where I was, I had to walk to a house to ask if they could tell me the road number for the AA to respond. There are still people in rural Shropshire who do not have access to GPS. During the past year I have been able to access my money with Lloyds Bank due to a computer glitch, so IT is not without its problems. How effective would IT be in a major disaster?
This survey only allows comment of the specific proposal. It does not allow us to comment on whether the service should be facing significant budget cuts. There is very little detail on what the changes would mean in practice.
Need to see the plan before answering this question
Make the really important issues and information easier to understand which would make opinions easier to make and not send people to sleep trying to understand it as performance information is already available on your web site.
No one knows Shropshire like Shropshire people, they know the dialect, they know the roads, they know towns, and they know old names for places. Keep Shropshire safe, keep your Shropshire Control Room.
Use budget reserves. Change whole time shifts. Build a new control centre in Shropshire, safe guard our staff, let to other brigades join us.

In terms of this questionnaire, the box needs to be larger to answer the question "DO you agree with the change to the terminology...."
I would like to see a future vision for the service over the next 5 years unto 2020
You need to change your motto as you are putting "money" first not "safety" You keep going on about the reduced fire calls but no mention of increase in other related incidents that SFRS are called to deal with. CORE VALUES The thing you don't put first is your staff because most of the major changes are very rarely communicated to them it's left up to the newspapers to do that so how can you say this is one of your values. The document is very weighted in favour of cost savings not lives
As previously stated, a base line from which to make a judgement. I.E. If money were not a concern what would the professional fire and rescue service for Shropshire look like, with costings? People would they be in a better position to make a judgement.
I think this plan really shows just how much work is done by Shropshire Fire and Rescue Service