

Integrated Risk Management Plan

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This is your opportunity to give your views on the information and proposals contained within the draft Integrated Risk Management Plan 2019-2023. We would appreciate you taking a few minutes to complete and submit this questionnaire so that we can take your views into account.

1. Have you completed the survey as a:

- ☐ Community Protection Directorate Employee
- ☐ Hertfordshire resident
- ☐ Hertfordshire business
- ☐ Member of Parliament
- ☐ County or local councillor
- ☐ Representative body official
- ☐ Other emergency service
- ☐ Local or national Government Organisation
- ☐ Voluntary Group
- ☐ Other (please specify):

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2. To enable us to respond to your questions or clarify any points made, would you mind providing us with a contact email address or another preferred method of contact: (Please note: This information is not obligatory & if provided will not be shared anywhere)

If you strongly disagree, please tell us why

3. Do you agree that the plan is clear and well structured? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree


- ☐ Strongly disagree (Please tell us why)



If you strongly disagree, please tell us why

4. Having read the plan, do you agree that it provides you with a better understanding of the role of Hertfordshire Fire & Rescue Service and what it delivers to the communities it serves? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)



If you strongly disagree, please tell us why

5. The Fire Authority have committed to maintain its emergency response standards of 10 minutes on 90% of all occasions for the first appliance attending a fire, 13 minutes for the second appliance and 16 minutes for the third appliance from the time the resources were assigned. Attendance standards to road traffic collisions (RTCs) have also been set at 12 minutes for the first appliance attending on 75% of all occasions. Do you agree that these attendance standards help ensure HFRS provides a swift and appropriate emergency response? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

6. Do you agree that Hertfordshire Fire and Rescue Service should regularly seek new opportunities to relocate its fire resources in order to improve its emergency response attendance standards, and to reflect changes in risks such as demography, demand and infrastructure?

Proposal 1: To actively seek opportunities to relocate fire resources to the most appropriate locations in order to reflect changes in demography, demand and infrastructure growth. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

7. Do you agree that Hertfordshire Fire and Rescue Service should continue to invest in its wider preventative work in

order to reduce risk to the community?

Proposal 2: We will continue to support and invest in our wider preventative work, both in terms of community engagement and our role in helping to protect the built environment. We will ensure that the teams engaged in delivering this work are suitably resourced and skilled to meet the demands which may arise from future changes in legislation. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)



If you strongly disagree, please tell us why

8. Do you agree that Hertfordshire Fire and Rescue Service should use innovation and technological advances to deliver emergency response in the most efficient and effective way?

Proposal 3: Based on extensive research already undertaken, we will trial the use of alternative vehicles with different capabilities to traditional fire engines. This would create a mixed fleet of vehicles able to be deployed according to risk, demand and call type. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure

- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

9. Do you agree that by standardising crewing at 4 firefighters on wholetime fire engines, Hertfordshire Fire and Rescue Service will be able to deploy its firefighters in a more flexible, efficient and effective way?

Proposal 4: To reduce crewing on type B fire appliances to 4 firefighters. Spare personnel will be deployed according to the needs of the Service, including to on call stations. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

10. Do you agree that taking a much more flexible approach to how Hertfordshire Fire and Rescue Service deploys and manages its on call firefighters will improve the service provided across Hertfordshire?

Proposal 5: To trial the recommendations contained in the on call review including employer supported firefighting and the introduction of more flexible contracts. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)



If you strongly disagree, please tell us why

11. Do you agree that Hertfordshire Fire and Rescue Service should invest more in its training provision to help provide more realistic and innovative opportunities for its workforce to develop their skills and competencies and maintain firefighter safety?

Proposal 6: To invest more in our training provision to ensure that we provide our workforce with evermore realistic and innovative opportunities to support maintenance of competence and skills development. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

12. Do you agree that Hertfordshire Fire and Rescue Service should explore alternative shift systems to provide flexible, family friendly working patterns, which make the Service an attractive place to work?

Proposal 7: Trial alternative shift systems for station based personnel with a view to finding an approach which accommodates the needs of both the Service and the workforce. We will also explore different options for the provision of flexible duty officer cover and undertake a comprehensive review of the structure of HFRS to ensure form follows function.

*

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)

If you strongly disagree, please tell us why

13. Hertfordshire Fire and Rescue Service is a proactive organisation and regularly seeks opportunities to extend its role beyond its core functions. This approach has included

trialling emergency medical response to life threatening incidents such as cardiac arrests; introducing Safe and Well visits and continuing to support youth engagement work such as the Prince's Trust Team Programme. Do you agree that Hertfordshire Fire and Rescue Service should continue to explore opportunities to develop its role in helping to make Hertfordshire a safe county in which to live, work or visit? *

- ☐ Strongly agree
- ☐ Agree
- ☐ Not sure
- ☐ Disagree
- ☐ Strongly disagree (Please tell us why)



Please keep answers under 2000 words.

14. Any further comments? (Max 2000 Characters)



Data Protection statement

The information you provide on this form will be held by Hertfordshire Fire and Rescue Service in accordance with the Data Protection Act (2018). Your information will not be used for any other

purpose by Hertfordshire County Council, and will not be passed onto any other third party without your permission. In accordance with Hertfordshire County Council's Record Retention Policy, the information you provide on this form will be retained for its purpose, after which period it will be destroyed in a secure manner.

The purpose for collecting the data is to ensure that the Service are collecting the differing perceptions of risk and views from all, providing an opportunity for all to have their say.

Any personal data collected will not be shared with any third parties. If you have any concerns regarding the processing of your data then please contact IRMP@hertfordshire.gov.uk

If you wish to give a more detailed response than this form allows please email your comments to:

IRMP@hertfordshire.gov.uk

Thank you for your time.