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# Introduction

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The Fire and Rescue Services Act 2004 requires the Secretary of State to prepare a Fire and Rescue National Framework to which fire authorities must have regard when discharging their functions.

The 2012 Framework requires each fire and rescue authority to produce a publicly available Integrated Risk Management Plan (IRMP). Within Northamptonshire Fire and Rescue Service (NFRS) we have called this our Community Protection Plan 2017-2020 (CPP) to make it more meaningful to the public.

The Framework states that each fire and rescue authority should ensure that the IRMP:

- Is regularly reviewed and revised and reflects up-to-date risk information and evaluation of service delivery outcomes.
- Has regard to the risk analyses completed by local and regional resilience forums including those reported in external community risk registers and internal risk registers, to ensure that civil and terrorist contingencies are captured in their IRMP.
- Reflects effective consultation during its development and at all review stages with representatives of all sections of the community and stakeholders.
- Demonstrates how prevention, protection and response activities will be best used to mitigate the impact of risk on communities in a cost effective way.
- Provides details of how fire and rescue authorities deliver their objectives and meet the needs of communities through working with partners.

On 09 November 2016 Cabinet reviewed the draft Community Protection Plan (CPP) 2017-2020 and supported the decision to undergo a six week consultation period, running from 09 November 2016 to 21 December 2016.

This report provides a summary of the feedback the Service has received from all stakeholders and should be considered in finalising the CPP 2017-2020 to ensure it reflects the views of not only the Services but also the wider community.

We would like to extend our gratitude to all individuals and groups that have expressed their views and opinions and efforts have been made to encapsulate these within the final document.

It is often not possible to produce or adjust a plan to meet everyone's exact requirements, however contributors may be rest assured that all comments and concerns have been given due consideration.



## Methodology

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### How was the consultation promoted?

Councillors, local MPs and MEPs, district and borough councils, parish and town councils, partner organisations, voluntary and community sector organisations, representatives from protected characteristic groups, and customer and user groups were formally invited to give their views and asked to promote the consultation to their members, or within their local area.

Direct correspondence was also sent to Community Connect (Neighbourhood Watch), 36 x faith groups, 34 libraries, 36 schools, 4 Universities/Colleges, 7 neighbouring fire and rescue services, Northamptonshire Police, Office of Police and Crime Commissioner (OPCC), East Midlands Ambulance Service, Northampton Enterprise, Royal Voluntary Service, Chamber of Commerce and Northamptonshire Observatory.

Opportunities to take part in the consultation were also promoted in the local media, through the NFRS web pages and Northamptonshire County Council (NCC) website as well as via social media channels for NFRS, NCC and the OPCC for Northamptonshire.

The draft CPP has also been covered by the local media and picked up by BBC Look East news programme.

### NFRS employees including Police/Fire joint departments

We recognise the value of all employees' contributions to the CPP and, as such, an essential element of the consultation has thus been engagement with all employees within the organisation. In contrast to previous consultations, where this has been led by the senior managers within the Service, this year, managers within the Service have held guided discussions with their teams about the CPP and consultation, with meetings supported by members of the Fire Executive Group (FEG). This has supported a more open, transparent and inclusive approach to the process in line with the proposed new service values within the plan.

The Service is currently undergoing an internal evaluation of this approach, which will help to inform future consultations and the culture of the Service. But anecdotal evidence suggests that this more inclusive approach has been well received by staff.

To ensure the Service has embraced next generation working, this consultation process maximised on the use of electronic media, social media and video to promote and engage with stakeholders throughout the process.



Internally, the consultation was promoted in the following ways:

- CPP was made available to all members of staff via the NFRS intranet and was the 'spotlight' topic on the landing page throughout the consultation period, providing direct links to the survey and document.
- The CPP and consultation was the focus of the Fire Executive Group (FEG) messages within *the Weekly Bulletin*, an internal newsletter.
- The Chief Fire Officer recorded two video messages to all staff: one to launch the consultation and another summary message during the final week.
- Individual teams (watches/stations) were offered a facilitated discussion about the CPP with an opportunity to ask questions to a member of the FEG.
- Team and Station Managers were formally invited to give their views and asked to promote the consultation within their teams including joint police/fire teams and utilising police broadcast email across whole of Northamptonshire Police.

## How did consultees have their say?

Local people, staff and organisations were able to have their say in a range of ways:

- Visiting the NFRS Strategic Plan CPP webpage
- Visiting the county council's [consultation register](#)
- Completing an online survey
- Emailing: [enquiries@northantsfire.org.uk](mailto:enquiries@northantsfire.org.uk)
- Writing to Northamptonshire Fire and Rescue Service, Moulton Logistics Centre, Moulton Way, Northampton, NN3 6XJ
- Weekly 'drop-in' sessions hosted at NFRS offices, staff and County Councillors were given an open invitation to attend
- Using social media: Tweeting [@northantsfire](#) or [@NFRSFireDogs](#) or using #NFRS2020, or posting comments on the [northantsfire](#) Facebook.
- Signing or submitting a petition or e-petition
- Employees could also participate in internal engagement events, by attending CPP-focussed facilitated discussions

## Scrutiny

Members of the Environment, Development and Transport Committee provided scrutiny of the CPP prior to consultation at a meeting on 03 November 2016 and during the consultation, at a meeting on 15 December 2016.



## Number of consultation responses

During the six week draft CPP consultation period:

- The draft CPP web page received 2,771 unique views
- 206 consultees completed the online survey, hosted at Surveymonkey.com
- Presentations were given at the following public meetings;
  - Northamptonshire Borough Council (NBC) Women's Forum (15 November 2016)
  - NBC Pensioner's Forum (24 November 2016)
  - NBC Diverse Communities Forum (24 November 2016)
  - NBC Disabled People's Forum (25 November 2016)
  - Kettering Community Safety Partnership (28 November 2016)
- Close to 471 employees attended a facilitated discussion held internally reaching approximately 82% of staff
- Via social media, 1 direct comment was posted on Facebook

Excluding the web page views (which may, or may not have led to a consultation response), and social media comments, using the various means listed, during the consultation period some 217 people provided specific responses to the consultation.

It should be noted that during staff engagement a range of topics were discussed that were captured as part of the group's response. In comparison to previous consultation processes this has led to a higher degree of quality in responses in contrast to previous strategies.



## Summary of Responses

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The majority of respondents (>64%) are in agreement with the NFRS assessment of risk, approach to planning and the draft Service Priorities as outlined within the CPP.

As the plan sets out the Service's strategy and Target Operating Model (TOM) for 2017-2020 in mitigating the known risks, a reoccurring theme was that respondents wanted to see the detail in how this would be delivered. This was covered during the consultation period to explain that this was an intentional strategy to ensure wider inclusion and transparency in developing the options to deliver this plan.

This was agreed as part of the rationale for a shorter (6 week consultation period), as each project created as part of delivering the new TOM will be subjected to an impact assessment and where appropriate on-going consultation will be carried out to further develop the options throughout the year. This approach resulted in an emerging theme that the document did not contain sufficient detail. This reinforces the need for further engagement throughout the delivery of this plan and reinforces the Service's strategy as part of this cultural change.

There are some concerns expressed about the ability to deliver the plan because of matters that are external to NFRS' control, such as population growth or continued cuts to funding and the impact that this has across services. There are some concerns expressed about the sustainability of the plan, of how it impacts on staff and the importance of it not being too focussed on cost savings; it's about saving life.

There is a lot of support for exploration into areas outside of the statutory role of the Fire and Rescue Service such as health and wellbeing with respondents putting forward a number of ideas about what this could look like as well as support for existing activities such as safe and well and co-responding. In addition, the consultation has produced a number of suggestions about new or different ways of working. All of these suggestions and ideas will require further exploration and consideration

There is a clear request for more prevention/education activities from NFRS across all areas, and also for greater engagement and visibility in the community. With particular consideration of what role the fire station could play in its community.

This report gives a thematic overview of the responses provided to open questions. By necessity, this simplifies the subtleties of the individual responses received. To ensure that consultees' comments can be seen verbatim, all responses received during the consultation have been compiled in a separate appendix which has been circulated internally and will be made publicly available.



## What did people say?

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The remainder of this report focusses on two specific strands of consultation feedback:

- Bespoke consultation responses received via staff facilitated discussions and external presentations
- Consultation feedback received through online surveys

The bespoke responses tended to focus on single issues of concern to consultees, whilst responses to the online survey contained formal responses to a series of specific questions.

### Consultation responses - staff facilitated discussions

Approximately 471 employees attended a facilitated discussion, providing 48 out of a possible 59 teams across the Service with an open forum to discuss the CPP and contribute to the consultation. Members of the FEG gathered responses from these meetings, as previously stated the detail of these responses have been circulated internally, with a thematic analysis below (**Figure 1**).

In total 85 queries or responses were captured at these discussions representing >80% of the workforce, in addition to these responses 73 employees have also completed the online survey equating to approximately 28% of staff directly contributing to the consultation in addition to attending the group sessions.

Whilst the focus of these internal discussions was on the consultation and around the CPP, it was an open forum for individuals to explore ideas for the future and an opportunity for staff members to ask questions about current work activities. This is evident in the thematic analysis with 19% of the responses focussing on current work practices and internal communication and 32 individual suggestions about new or different ways of working including opportunities for income generation. These ideas cut across all areas of the Service and are indicative of the level of involvement that staff would like to have in developing future plans.

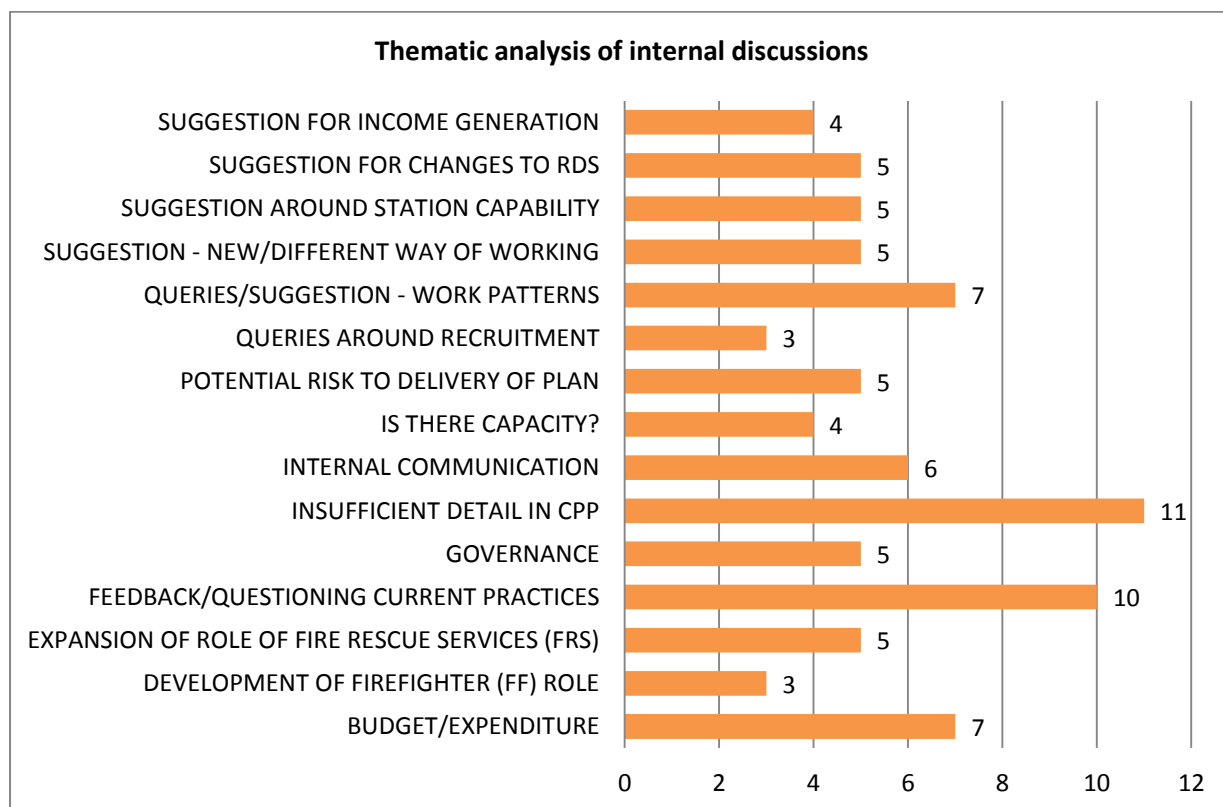
There are some queries from staff groups about the potential changes, with questions around the upcoming options appraisal (governance), diversification of the role of the Fire and Rescue Service, the impact on capability and our capacity for change. With a small number raising specific risks they believe could impact on delivery of the plan including; lack of funding, loss of identity of the Fire Service, staff engagement and a need to agree with partners how we work together to ensure that vulnerable individuals are not impacted by continued financial pressures.





With regards to the specifics of the CPP, 13% of respondents would like to see more detail in it and the prevention team felt that there was little reference to their work.

**Figure 1** (below) provides a thematic analysis of the queries and responses raised at discussions.



## Consultation responses - external presentations

Promotion of the consultation through those methods as described on page 4 and in particular our use of social media has helped to generate **2,771 unique views** of the CPP web page. Members of the public/residents of Northamptonshire make up the biggest group of respondents to the online survey at 45% but we also sought out other ways to allow members of the public and in particular those of protected characteristics to have their say; we were able to attend a number of community forums hosted by NBC.

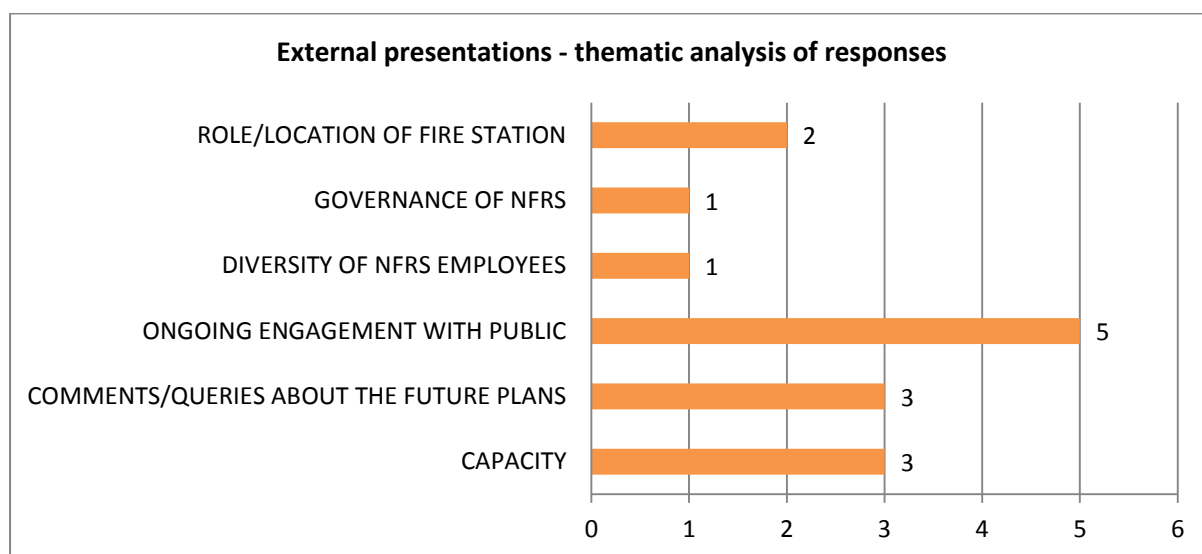
These forums are well attended by representatives from a range of organisations, charities and community groups, who were able to raise awareness of the consultation, but also it provided an opportunity to seek immediate feedback from those representatives on matters, which may be central to the forum itself; such as diversity within the workforce at the Diverse Communities forum.

In total 15 queries/responses were captured at these external presentations which covered a broad range of topics including the role that a fire station has in its community with a particular theme from the groups requesting continued



engagement with the public.

**Figure 2** (below) provides a thematic analysis of queries and responses raised at the external presentation.



In addition, Buckinghamshire Fire and Rescue Service provided the following response:

“In general, the plan, and in particular the Vision and TOM, align well with the strategic context (political, financial and socio-demographic) and we are supportive of the overall direction of travel that you set out. We note the progress you have made on collaboration with local police and ambulance services and your further plans for this. We are also very open to collaboration and sharing of learning between us in relation to areas such as workforce reform and technological innovation and would be happy to discuss potential opportunities for this.”



## Consultation responses received via online survey

In addition to the responses received at the internal facilitated discussions and through community forums and groups, a further 206 online surveys were completed by the end of consultation.

The survey was structured around the IRMP decision making process, as detailed on page 14 of the CPP (Situation – Direction – Action), with a further element of the survey designed to capture information about the consultee. These four main elements are detailed below and provide the structure for the remainder of this report.

- 1) **Situation** – what do respondents think about NFRS assessment of risk and additional ways where NFRS could support the community **[Section 1]**

This section of the survey and questions within it are rooted in the statutory responsibility of fire and rescue service's in England to produce a CPP. The National Framework outlines that each Fire Service must assess the risk within the County and how it proposes to mitigate that risk. *Have we got the risk right?*

- 2) **Direction** – what do respondents think about NFRS approach for planning for the future, any benefits and/or risks **[Section 2]**

This section focuses on the direction of travel; outside of NFRS the drivers for change come from the arrival of a revised Policing and Crime Bill, the reform agenda and more locally from continued austerity measures and reduced funding. Internally, change is driven by the diversifying role of the Service and the way it operates, a reduction in specific incident numbers and collaboration. *Does the direction outlined in the CPP consider these changes and does it address the risks?*

- 3) **Action** – what do respondents think about draft NFRS priorities and whether these reflect the direction NFRS should be taking **[Section 3]**

The draft Strategic Priorities have been produced based on a robust assessment of the available information and it is vital that these also reflect the views of staff and the wider communities. *Have we missed anything?*

- 4) Information about the individual consultee including demographic monitoring details, how they found out about the consultation and preferred methods of communication. **[Section 4]**

Questions in this section focus on the individual and can help the Service to understand the needs of different members of the community and ensure that the CPP reflects the diversity within Northamptonshire.

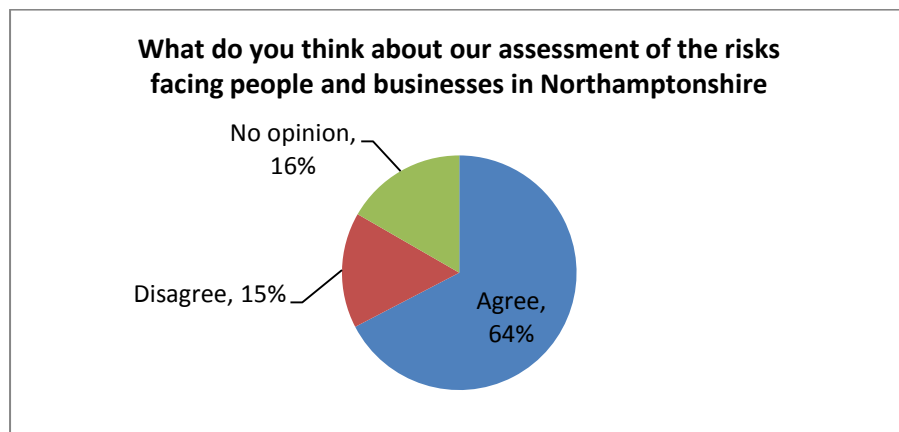


## Section 1 – Situation

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### What do you think about our assessment of the risks facing people and businesses in Northamptonshire?

152 respondents completed this question and the majority (**64%**) was in agreement with NFRS' assessment of risk as outlined within the CPP. There is no opportunity for further analysis around why respondents are in agreement, as we have only sought more detail from those respondents who selected disagree or no opinion.



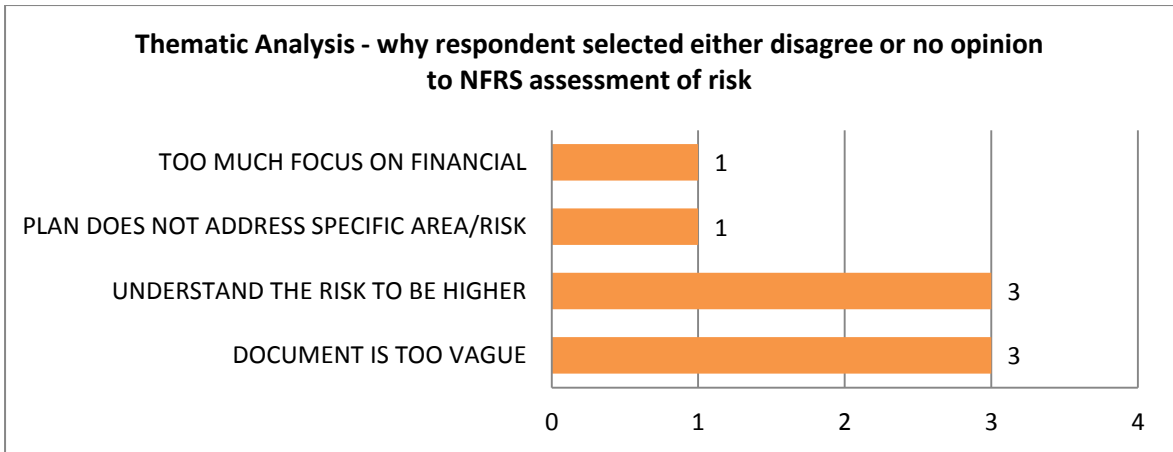
**Figure 3** Consultee responses to NFRS assessment of risks facing people and businesses in Northamptonshire. 152<sup>1</sup> respondents completed this question, 54 skipped question. Percentages (column 3) are rounded and may not add to exactly 100%.

26 respondents have provided more detail, of those 35% indicated that this was because the CPP document did not have sufficient detail with a 30% understanding the risk to be higher than as outlined in the CPP.

Analysis of the open responses received is split into two parts; **Figure 3** (following page) is the thematic analysis of the 8 (approximately 5%) of open responses received, where it is *not known* whether 'disagree' or 'no opinion' has been selected. **Figure 4** (following page) is the thematic analysis of the open responses where it is known which answer option ('disagree' or 'no opinion') has been selected.

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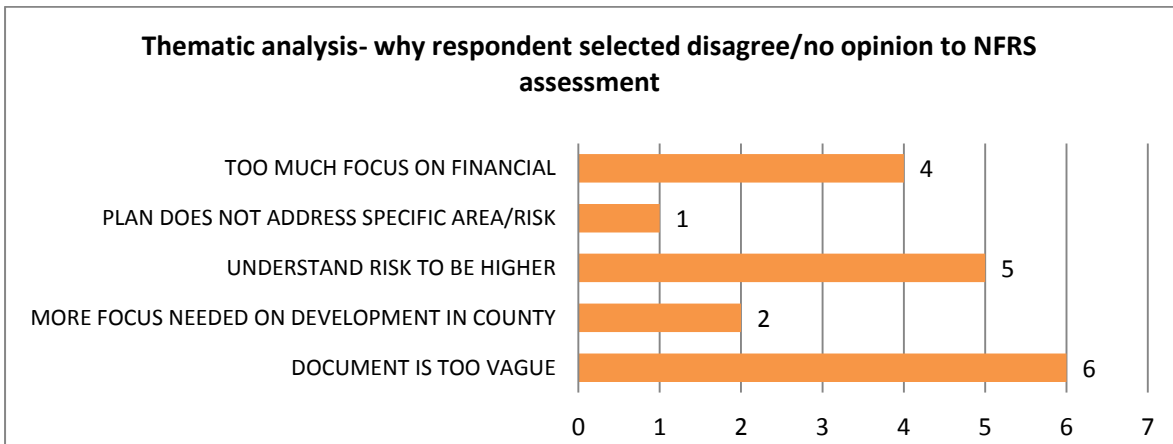
<sup>1</sup> The initial question within SurveyMonkey did not allow respondents to select multiple answers and so consultees were unable to select either 'Disagree' or 'No Opinion' and to provide any additional detail to explain why. This was quickly amended and a further question inserted which allowed respondents to provide an explanation.



**Figure 4:** Thematic analysis of responses to NFRS assessment of risks facing people and businesses in Northamptonshire consultee responses to NFRS assessment of risks facing people and businesses in Northamptonshire 'if you selected no opinion/disagree, please can you explain why was selected and further detail provided

**If you selected 'Disagree' or 'No opinion' to the previous questions (Q6), please can you explain why.**

18 respondents completed this question, with 188 skipping the question.



**Figure 5:** Thematic analysis of responses to NFRS assessment of risks facing people and businesses in Northamptonshire where 'if you selected no opinion/disagree, please can you explain why was selected and further detail provided.

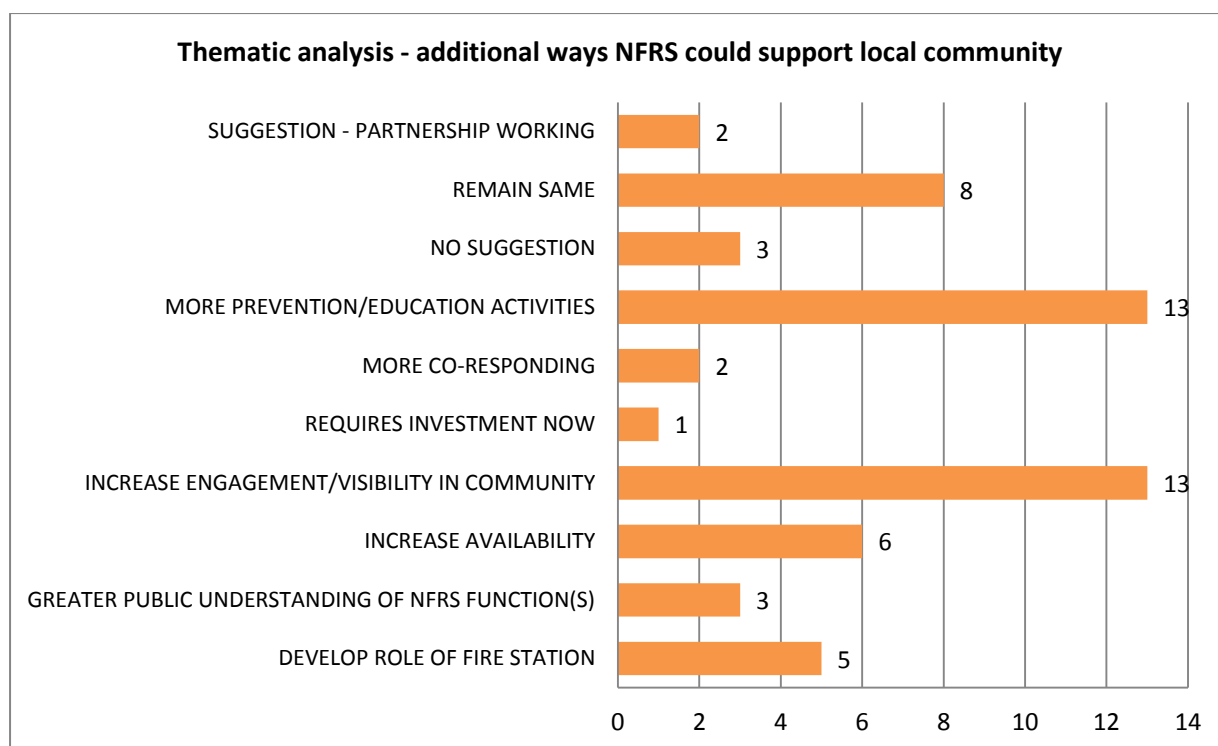
**Are there any additional ways where you think we could support your local community?**

56 respondents completed this question, with 150 skipping the question.

This question received a positive response clearly indicating that there are areas where NFRS can further support the local community and add wider value as part of its role. We received 56 specific comments from consultees that not only covered partnership working but included the importance of increasing our visibility and engagement with the public, expanding co-responding, retained availability and developing education activities. 14% of respondents want the NFRS to remain the



same and consider the community is 'already well supported'.



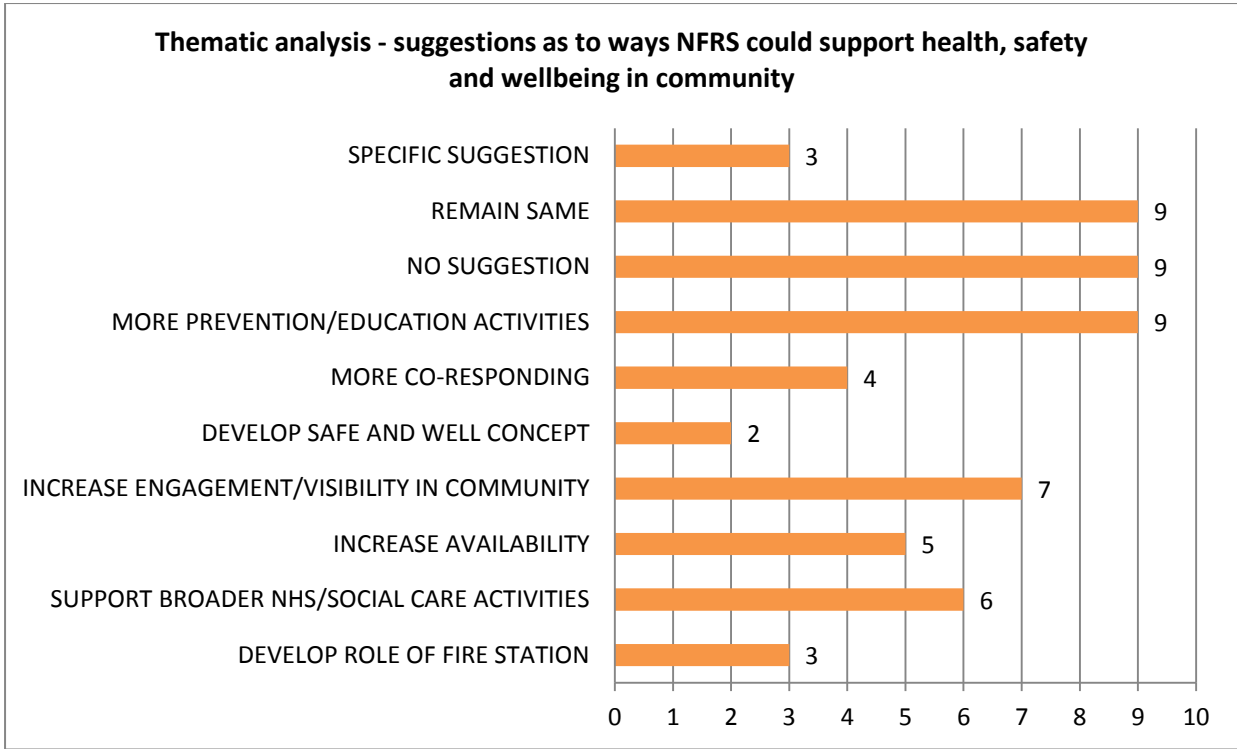
**Figure 6-** A thematic analysis of suggestions consultees made about how NFRS could support the community.

### **Are there any areas where you think we could support improvement of health, safety and wellbeing in your local community?**

57 respondents completed this question, with 149 skipping the question.

As with the previous question, this received a positive response with 57 consultees providing an indication of areas where NFRS may be able to support improvement of health, safety and wellbeing. Further suggestions have been put forward for more prevention activities, building links within the community as well, in particular expansion of the role that the fire station has, as well as suggestions around the extension of existing activities such as the safe and well visits and co-responding. As before, there are a number of respondents who conditionally agree to development of the Service in this way; if it is viable to do so and does not impact on core activity of NFRS.





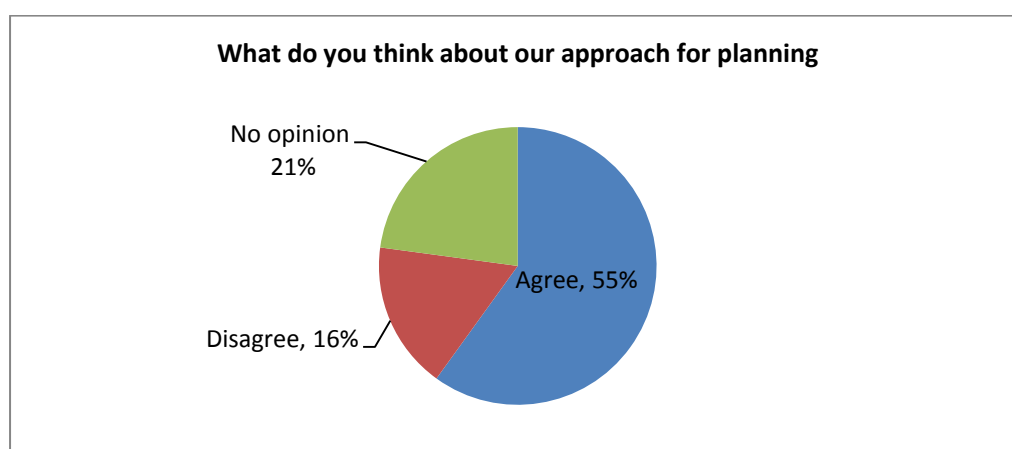
**Figure 7** - a thematic analysis of suggestions consultees made about how NFRS could support improvement of health, safety and wellbeing in the community.



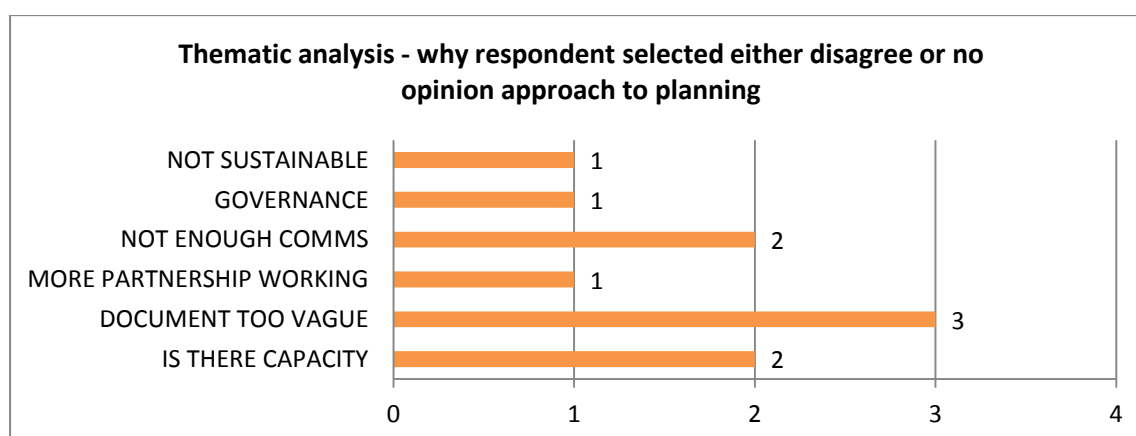
## Section 2 – Direction

### What do you think about our approach for planning for the future?

115 respondents completed this question, **55%** were in agreement with the NFRS approach for as outlined within the CPP. As with previous questions, the focus of the analysis is on those consultees who did not have an opinion or disagreed. 29 respondents have provided more detail and these very individual responses cover a number of themes; overly focussed on police or the financial, its sustainability or that it's too difficult to predict what will happen in the future. The largest response (8) is of consultees requesting more clarity about what the approach is. **Figures 8 and 9** is a thematic analysis of responses received.



**Figure 8:** Consultee responses to NFRS approach for planning for the future. 115<sup>1</sup> respondents completed this question, 91 skipped question. Percentages (column 3) are rounded and may not add to exactly 100%.



**Figure 9:** Thematic analysis of responses to NFRS approach for planning for future where 'if you selected no opinion/disagree, please can you explain why was selected and further detail provided.

<sup>1</sup> The initial question within SurveyMonkey did not allow respondents to select multiple answers and so consultees were unable to select either 'Disagree' or 'No Opinion' and to provide any additional detail to explain why. This was quickly amended and a further question inserted which allowed respondents to provide an explanation.

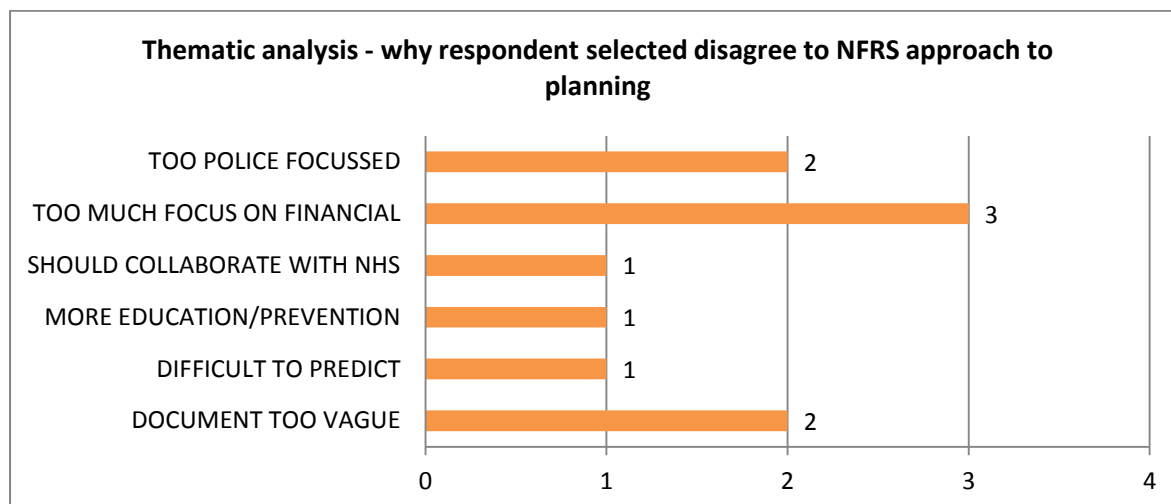




## If you selected 'Disagree' or 'No opinion' to the previous question (Q10), please can you explain why

19 respondents completed this question, with 187 skipping the question.

Of the 19 consultees who completed this question, 7 (37%) answered 'No opinion' noting either no comment, the document was too vague or that it was too difficult to predict, with one comment that is too individual to categorise. The remaining 12 consultees answered 'disagree', the figure below (**Figure 8**) is a thematic analysis of the explanation they have provided.



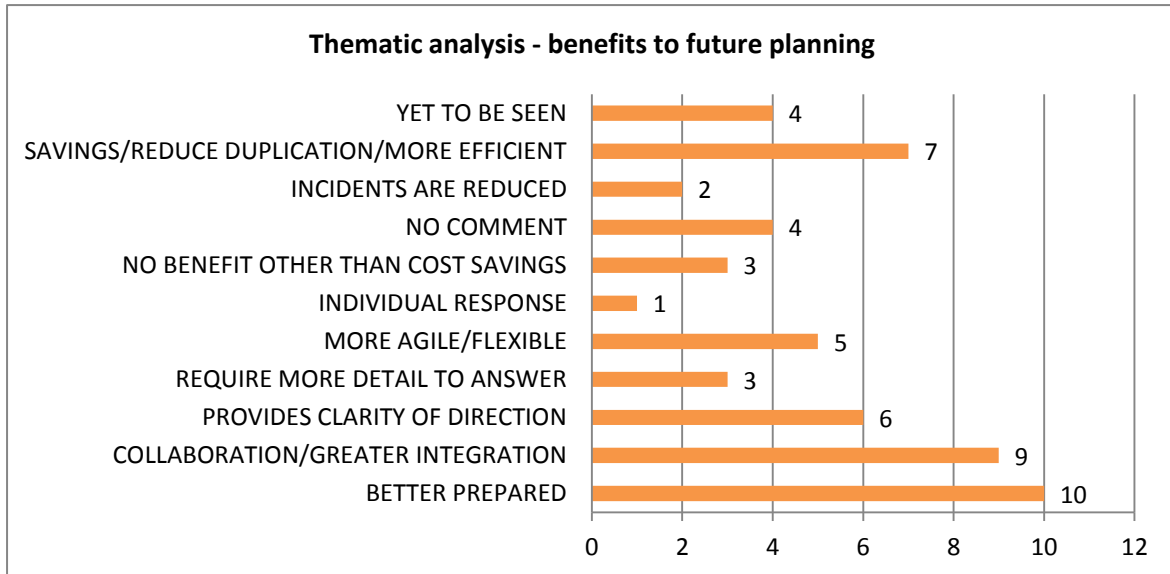
**Figure 10** – Of the 19 respondents who completed this question, 12 answered disagree. Thematic analysis of the explanation provided.

## Please tell us what you think are the benefits of our future planning?

55 respondents completed this question, with 151 skipping the question.

55 respondents answered this question, highlighting benefits such as NFRS being better prepared for the future; the ability to adapt as needed, providing clarity to others about the direction, enabling more partnership working and collaboration as well as seeing the benefit of planning to bring about cost savings or increases in efficiency.





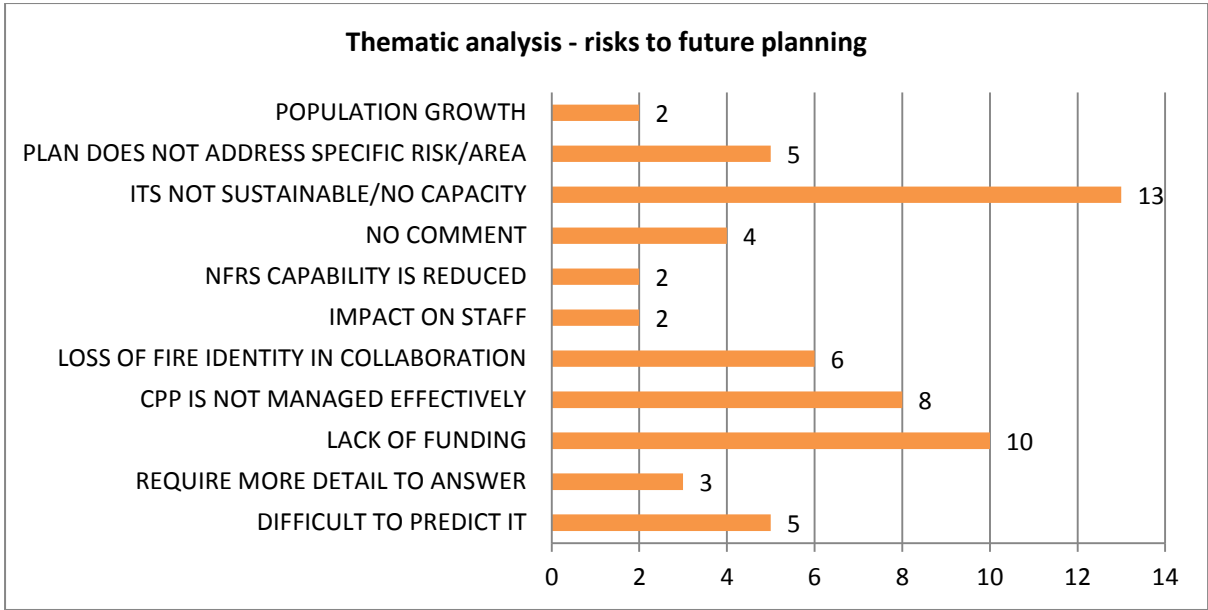
**Figure 11** Thematic analysis of consultee response to benefits to future planning. 1 response has not been included in thematic analysis as duplicate answer to previous question.

### **Please tell us what you think are the risks to our future planning?**

61 respondents completed this question, with 145 skipping the question. 1 response has not been included in thematic analysis as it was a duplicate answer to previous question.

This question was completed by 61 consultees, raising concerns about the ability to deliver the plan, in particular in light of the lack of funding, continued population growth and the unpredictability of the future. Raising queries around how it will impact on staff, on the identity of the Fire Service and on our capability such as response times; it is important that quality and safety are not secondary to budget constraints. 8 respondents have highlighted the important role that the Fire Service itself has in delivering the plan; robust planning, effective decision making and clear communication.





**Figure 12** Thematic analysis of consultee response to risks to future planning. 1 response has not been included in thematic analysis as it was a duplicate answer to a previous question.



## Section 3 – Action

**Considering the draft Service Priorities on page 6 of the draft CPP, do these reflect the direction that you think NFRS should be taking?**

82 respondents completed this question and of the 3 questions of this type, this one received the highest majority of respondents in agreement of the NFRS draft Service Priorities at **76 %**

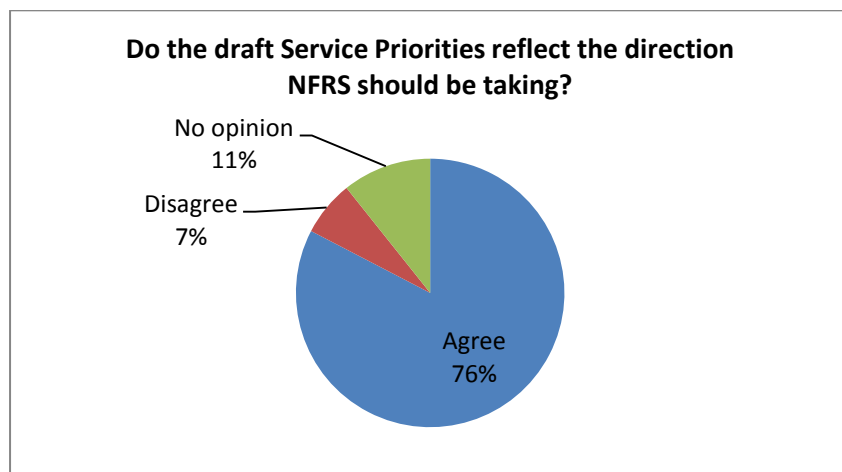
Analysis of the open responses received from those consultees who did not agree or had no opinion and any attempt to thematically summarise these varied and very individual comments would not do justice to these comments, nor effectively convey their content. Examples include:

**Disagree/no opinion** – *developing staff is vital but in order to there needs to be sufficient resources to facilitate this.*

**Disagree/no opinion** – *Sit around the table as often two of the three services attend the same scene*

**No opinion** – *The document needs to be short and sharp*

**Disagree** – *we are still in place for the ‘what ifs’ and the ‘don’t knows’. No one knows when of what the next call will be.*



**Figure 13:** Consultee responses to NFRS draft Service Priorities and whether these reflect the direction you think NFRS should be taking. 82 respondents completed this question, 124 skipped question. Percentages (column 3) are rounded and may not add to exactly 100%.



## Do you have any other comments regarding the draft CPP 2017-2020

26 respondents completed this question. 9 (approximately 35%) of the respondents have made specific reference to a lack of detail within the CPP or requesting an action plan or similar. As with the previous question, trying to thematically summarise these varied and very individual comments within the context of this paragraph would not do justice to these comments, nor effectively convey their content and a range of examples are detailed below.

*When exploring new duty systems, there may be some benefit in speaking to the recruitment team to see if there is any anecdotal evidence about why people don't apply.*

*The long term effect of cuts to appease a short term objective could have lasting impact on the Service and the community we serve, whilst ways of working smarter and the shifts we work need looking at cutting too many staff from areas such as stations, response officers and fire control are only going to cause added risk and the potential for serious injury in the future.*

*Across the brigade the feeling is that this plan is a smokescreen for cuts. I think we will see more whole time firefighter posts go and maybe pumps too.*

*Many people just don't understand. If you want to have more community engagement get into the shopping centres and explain your plans.*

*As a resident in a tiny village I am concerned about response times.*



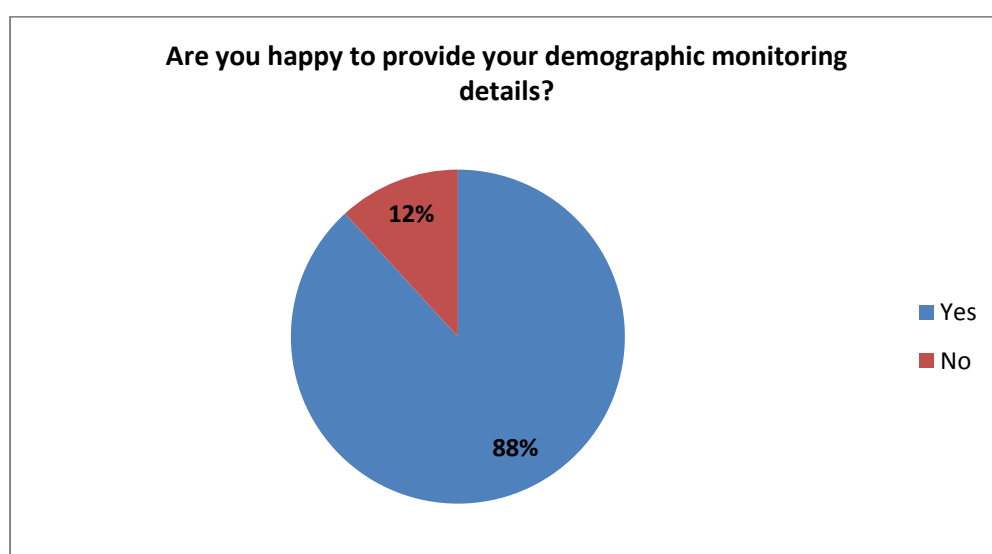
## Section 4 – Information

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Information about the individual respondents including demographic monitoring details, how they found out about the consultation and preferred methods of communication is detailed below.

### Who responded to the online survey?

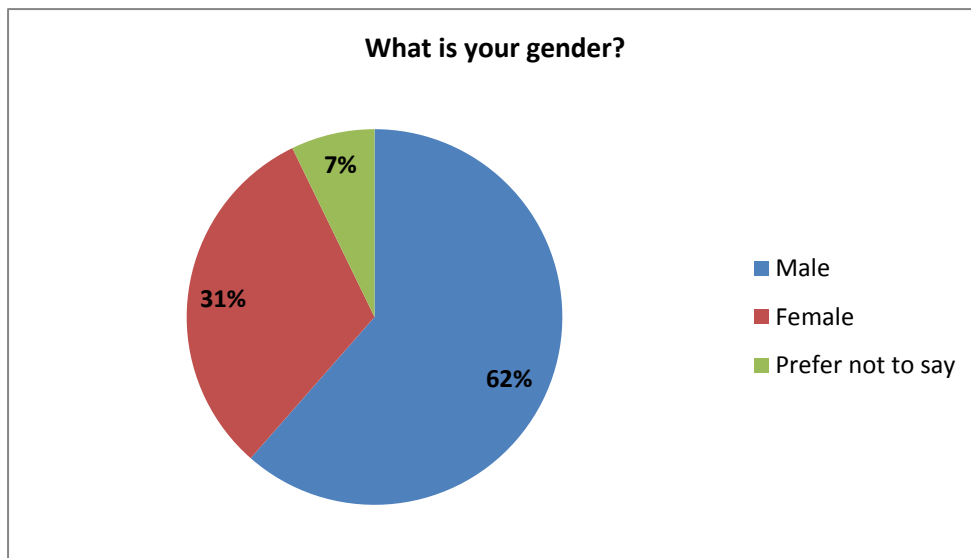
In total, 206 people have contributed to this consultation via online survey. 75 of the consultees (88% of respondents who answered this question) who completed the survey also completed the equalities/demographic monitoring questions included in NCC online surveys.



**Figure 14:** Demographic monitoring questions – are you happy to answer these? 75 respondents chose to answer this question, with 121 respondents skipping this question.

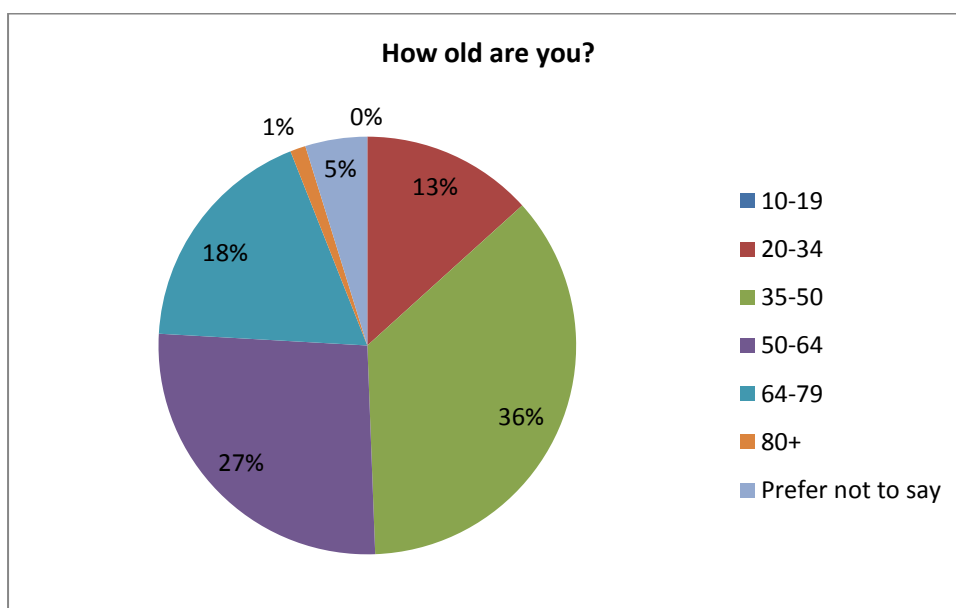
As the remaining demographic monitoring questions in this section are generally straightforward questions, covering protected characteristics of respondents' gender, age, pregnancy/maternity, disability, and ethnicity/ethnic origin. Responses to each of these questions are shown graphically.

## Gender



**Figure 15:** Gender breakdown of respondents completing survey. 83 respondents chose to answer this question, with 123 respondents skipping this question.

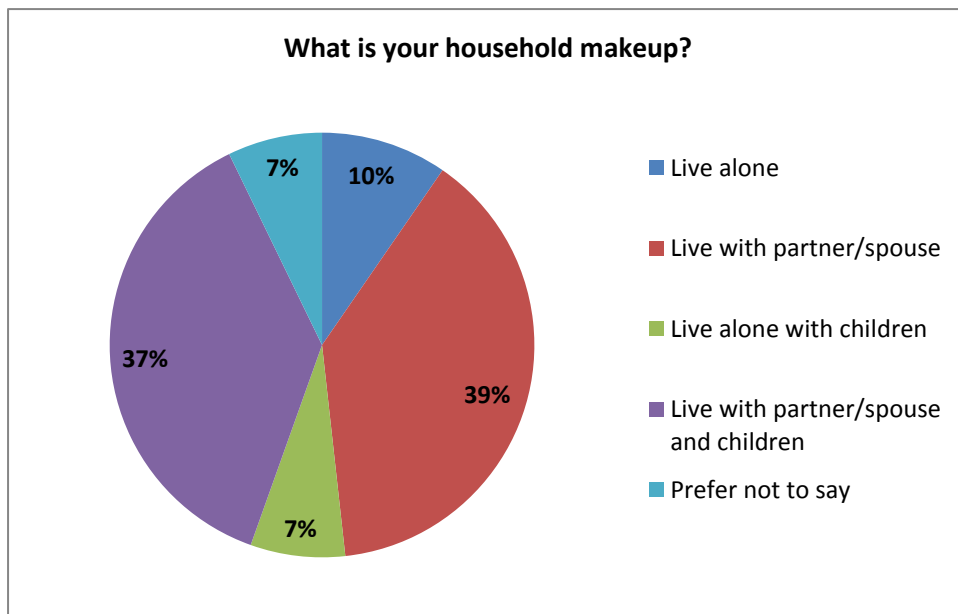
## Age of respondents



**Figure 16:** Age(s) of respondents completing survey. 83 respondents answered this question, with 123 respondents skipping this question.

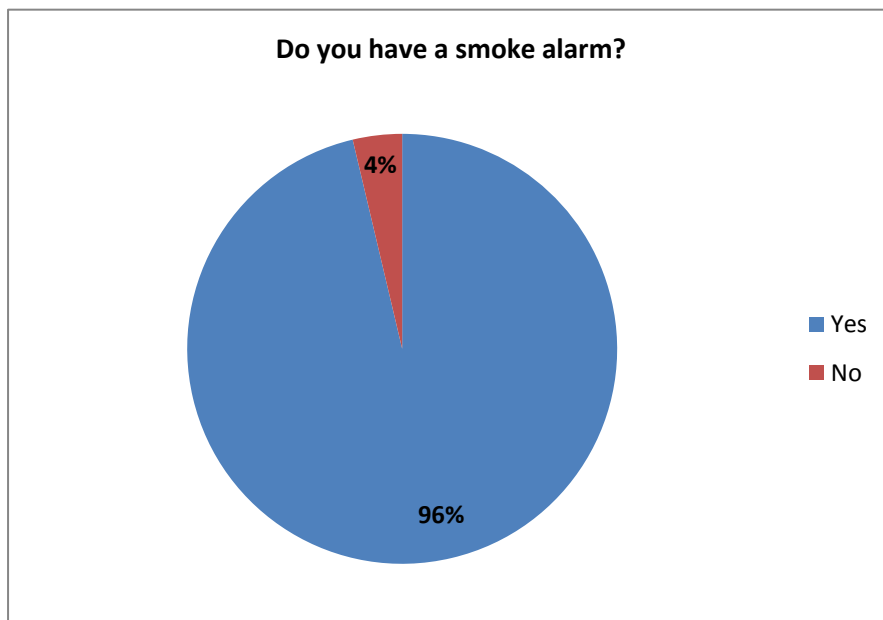


## Household living arrangements



**Figure 17:** Household living arrangements of respondents completing survey. 83 respondents answered this question, with 123 respondents skipping this question.

## Smoke alarm ownership

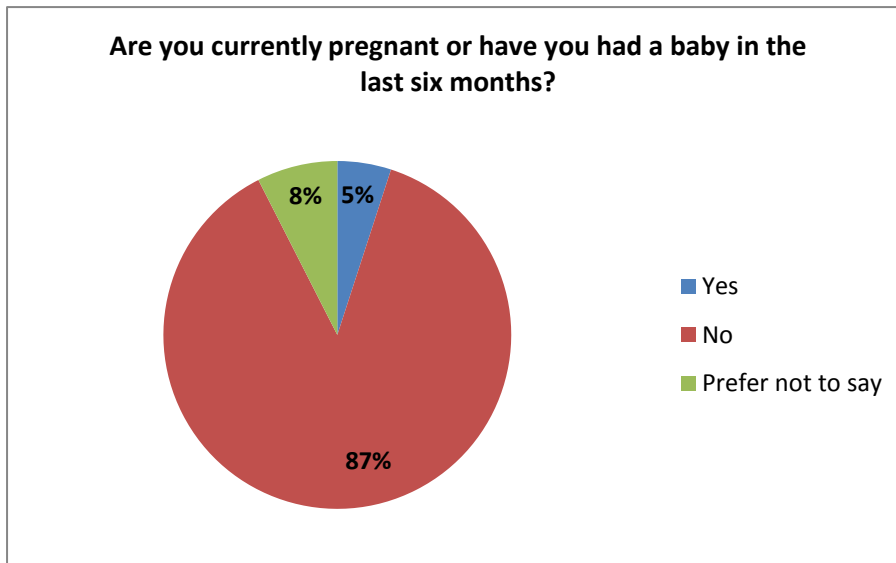


**Figure 18:** Smoke alarm ownership of respondents completing survey. 82 respondents answered this question, with 124 respondents skipping this question.



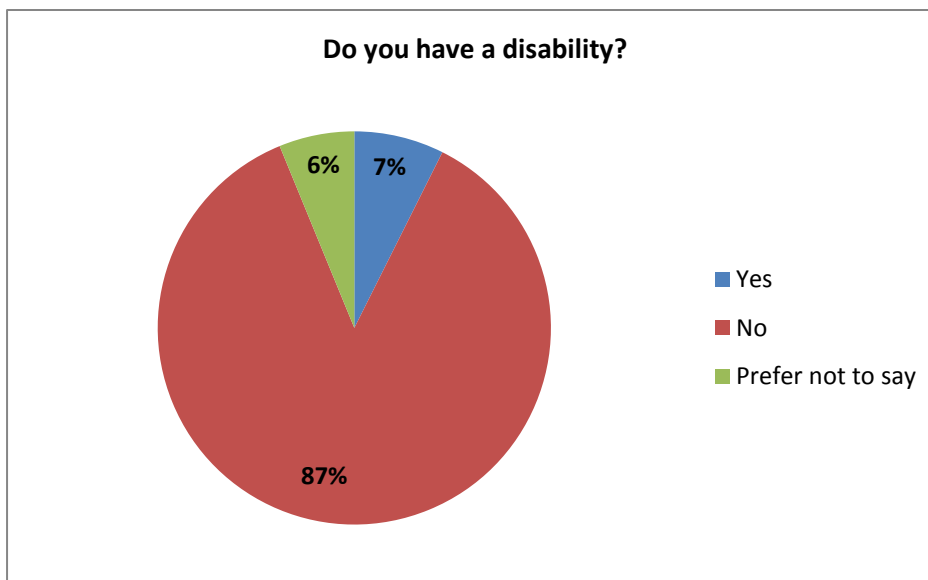


## Pregnancy/maternity



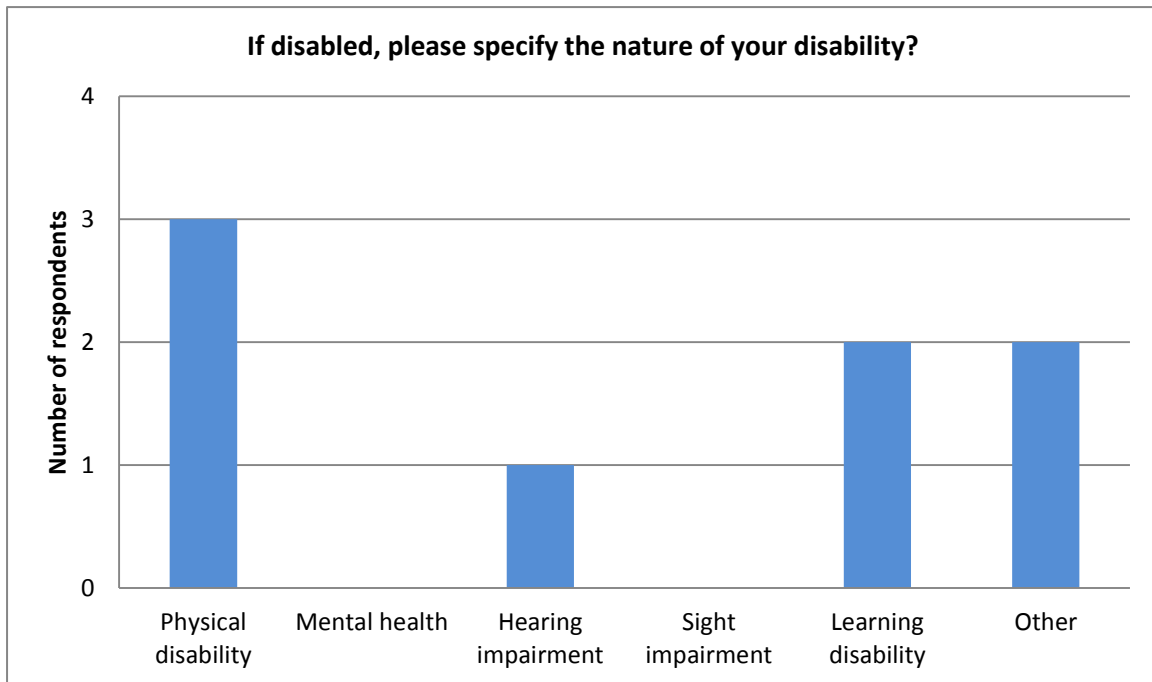
**Figure 19:** Pregnancy/maternity of respondents completing survey. 80 respondents answered this question, with 126 respondents skipping this question.

## Disability



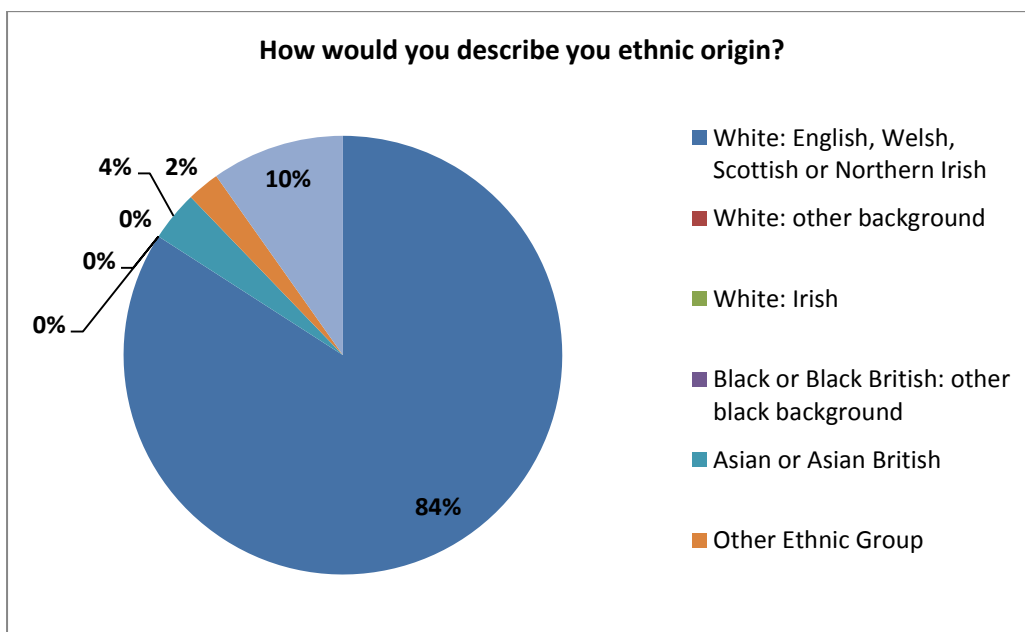
**Figure 20:** Number/percentage of respondents with a disability completing survey. 81 respondents answered this question, with 125 respondents skipping this question.

## Disability (II)



**Figure 21:** Respondents with a disability by type. 8 respondents answered this question, 198 skipped this question.

## Ethnicity/ethnic origin



**Figure 22:** How would you describe your ethnic origin (ethnicity)? Respondent's answers. 82 respondents answered this question, with 124 skipping this question.

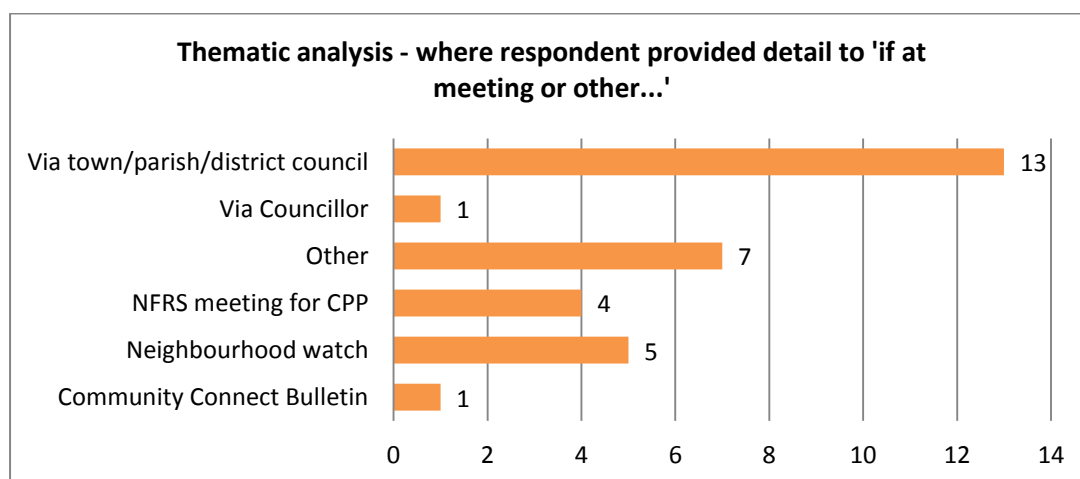


## How did you find out about this consultation?

Answer options	Number of respondents	% of respondents
Newspaper/Radio/TV	4	2%
NCC/NFRS website	29	16%
Social Media (Twitter/Facebook)	44	24%
NFRS internal communication (Email/Weekly Bulletin/Fireplace intranet)	53	29%
Meeting/workshop	14	8%
Direct correspondence (e.g. email)	39	21%
If at meeting or other, please detail below	31	

**Table 1:** Consultee responses - how they found out about this CPP consultation. 183 respondents completed this question, with 31 providing further detail and 23 skipping the question. Percentages (column 3) are rounded and may not add to exactly 100% and do not include those respondents who provided additional detail.

31 respondents answered 'If at meeting or other, please detail below'. Below (**Figure 20**) is a thematic analysis of the answer provided.



**Figure 23:** Thematic analysis of 31 respondent answers provided to free text field 'if at a meeting or other, please detail'

## How would you describe yourself?

Answer options	Number of respondents	% of respondents
NFRS member of staff	73	36%
Member of the public/Northamptonshire Resident	92	45%
Councillor	25	12%
Representative of business/group/school or organisation	9	4%
Prefer not to say	5	3%
If representative of business/group/school or organisation please detail	10	

**Table 2:** Consultee responses of how they would describe themselves. 204 respondents completed this question, with 10 providing further detail and 2 skipping this question or left comments only. Percentages (column



3) are rounded and may not add to exactly 100%.

### How do you currently find information relating to the Fire and Rescue Service?

Answer options	Number of respondents	% of respondents
Website	83	49%
Local press	40	24%
Facebook	25	15%
Twitter	21	12%
Other (please specify)	28	

**Table 3:** Consultee responses - how they currently find out information in relation to the Fire and Rescue Service. 169 respondents completed this question, with 28 providing more detail, and 37 skipping this question or left comments only. Percentages (column 3) are rounded and may not add to exactly 100%.

### What is your preferred method?

Answer options	Number of respondents	% of respondents
Website	89	54%
Local press	28	17%
Facebook	29	18%
Twitter	20	12%
Other (please specify)	24	

**Table 4:** Consultee responses - what is their preferred method of communication for finding out information in relation to Fire and Rescue Service. 166 respondents completed this question, 24 providing more detail and 40 skipped this question or left comments only. Percentages (column 3) are rounded and may not add to exactly 100%.

### Would you be interested in participating in any future focus groups or questionnaires?

Answer options	Number of respondents	% of respondents
Yes	100	54%
No	86	46%

**Table 5:** Consultee responses on whether or not they would be interested in participating in any future focus groups or questionnaires. 186 respondents completed this question, 20 skipped this question. Percentages (column 3) are rounded and may not add to exactly 100%.



## How will this feedback be used?

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Feedback will be used to not only finalise the CPP 2017-2020 for consideration by the Fire Authority for approval, but also enable the Service's engagement strategy to be further developed to continue the process of cultural change in being more transparent and inclusive in its approach.

### **Will there be further consultation?**

Further consultation will take place as plans are implemented:

- Specific proposals for service changes will be the subject of separate, detailed consultations as the proposals themselves are developed based on the impact of change and stakeholders involved.
- Where there are proposals affecting employment and working arrangements, there will be ongoing consultation with trade unions and other staff representatives accordingly.



