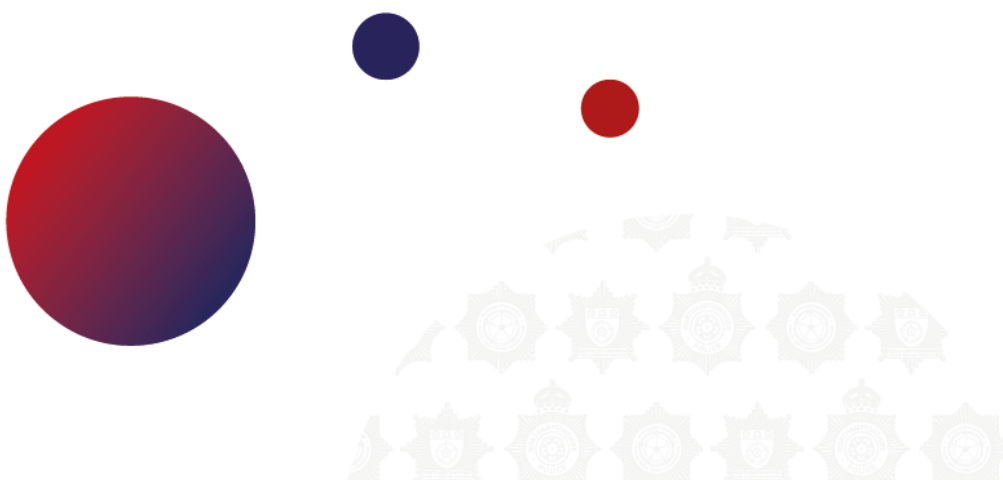




Equality and Wellbeing Impact Assessment

Name of Activity	Standards of Response Project
Owner Responsible	GC Dan Retter
Person Completing the EWIA	GC Dan Retter
Area or Department	Business Services
Date EWIA Commenced	07/12/2024

Version	Date	Author	Rationale
0.1	07/12/2024	Dan Retter	Draft
0.2	30/12/2024	Dan Retter	Draft – submitted to SEO
0.3	09/01/2025	Dan Retter	Draft – re-submitted to SEO
1.0	03/02/2025	Lisa Jackson	Reviewed and signed
1.1	August 2025	Hazel Gray	Review (post consultation)
1.1	August 2025	Lisa Jackson	Review (post consultation)



Analysis Rating

Please tick 1 box (The analysis rating is identified after the analysis has been completed – refer to completion notes)

Red ☐

Amber ☐

Green ☒

1) Is this a policy, procedure, project or function? Please tick as appropriate.

Policy ☐ Procedure ☐ Project ☒ Function ☐

Please Note: an EWIA is not required for procedures however you will need to upload this blank document with the procedure onto the Force Library. (Police)

2) Purpose of the policy/project/function. Why do we need it and what will it achieve?

The Standards of Response (SOR) project aims to redefine Northamptonshire Fire and Rescue Service's (NFRS) response standards to align with best practices, national guidance, and community expectations. The project addresses identified gaps in the current model, including the reliance on outdated metrics, lack of risk-based approaches, and potential discrepancies in data sources. It seeks to establish transparent, robust, and achievable standards of response that reflect real-world risk while maintaining operational excellence.

3) Explain briefly why the policy/project/function is being developed or reviewed?

This project was prioritised by SLT as part of the Your Future Service (YFS) programme of work. The new SOR will be the basis on which further Your YSF projects are based. HMICFRS had criticised NFRS for having a SOR that was not risk-based.

4) What research/resources have been used or considered in the initial stages of this assessment?

- Performance and Business Insights Team have supported:
 - Reviewing national best practice.
 - Understanding of Home Office data return requirements.
 - Retrieving and reviewing of historic (5 years) NFRS SOR data.
 - Consultation with NFCC on best, and accepted practice.

5) Who has been consulted around the potential impact during the development/amendment of the policy?

E.g. Staff support networks, Senior equality officer, department head, unions, other.

- DCFO Tuhill
- AC Business Services
- CRMP Manager
- Business Insights Team
- Senior Equality Officer

Outstanding consultation with:

- Rep bodies
- OPFCC
- Public
- The SOR proposal was considered as part of the development of a new CRMP, which was subject to a full consultation with the public, partners, and our staff, including representative bodies – consultation period 9 April – 21 May 2025.
- An external company was commissioned to facilitate consultation, including four focus groups and all analysis. Their independent CRMP Consultation report was considered by SLT during June 2025, presenting recommendations to the PFCC in July 2025. Read this report [here](#).
- It was agreed that a mixed methodology (qualitative and quantitative methods) approach would be taken for consultation, which included random quota sampling (sample size of 750 respondents) to the survey, with quota targets set for age, gender and ethnicity using 2021 census figures within Northamptonshire authority areas. Similarly, quotas were set for the focus groups to target those who have previously been less engaged, weighting towards females and ethnic minorities, and to allow exploration of the proposals more fully, with one group weighted more towards rural residents and another working with AGE UK to facilitate a group with over 70's. See screen notes section below and [EWIA for CRMP](#) for more detail of rationale (Age and Urban/Rural)
- In total, 1345 survey responses were received, with 645 people/organisations taking part in the online consultation and a further 750 residents who took part in the survey over the phone. The detail of the methodology and sample for respondents to the survey and of the 40 residents who took part in the four focus groups is detailed within the [consultation report](#) (pages 28 – 31 and 73 – 75)

6) Initial Screening (Positive, Neutral or Negative Effect)

If there is a positive effect enter 0 in the box, if it is neutral enter 1 and if it is negative enter 2.

Positive Effect – Will actively promote equality of opportunity or improve relations between one or more groups.

Negative Effect – Will cause some form of disadvantage or exclusion.

Neutral Effect – Is when there is no notable consequences for any diversity group.

Note: Whilst the changing of how we measure and record our SOR will not directly impact how long it take a resource to attend any specific incident, changing our SOR targets will likely have future impacts on resource allocation, including station locations, vehicle placement and vehicle types. The following assessments are made with this in mind.

Characteristics	Positive (0), Neutral (1), Negative (2) Effect	Notes (short explanation)
Sex (Men and Women)	1	The assumption is that persons from each sex are largely evenly distributed throughout the county.
Race (All racial groups)	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations will historically have meant a disparity in service between persons of different races. This had the potential to lead to indirect discrimination. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons of different race.
Sexual Orientation (Lesbian, Gay, Bisexual and Heterosexual People)	1	The assumption is that persons with/without this protected characteristic are largely evenly distributed throughout the county.
Disability (Mental, Physical and Carers of Disabled People)	0	Whilst SOR times are dependent upon travel times from NFRS stations to an incident, and that this is independent of whether the caller has a disability or not, on the balance of probabilities, those with a disability will likely be more affected by an extended SOR. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. NFRS will also assess whether response times will form part of any risk grading for vulnerable persons, thereby providing the Service with a mechanism to provide more appropriate, risk-based support. This will therefore support equality

		between persons with and without a disability.
Religion or Belief	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations would historically have meant a disparity in service between persons of different religions or faiths. This had the potential to lead to indirect discrimination. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons of different faith characteristics.
Pregnancy and Maternity	1	The assumption is that persons with/without this protected characteristic are largely evenly distributed throughout the county.
Marital Status (Marriage and Civil Partnerships)	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations would historically have meant a disparity in service between persons of different marital status. This had the potential to lead to indirect discrimination. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons of different marital status.
Gender Reassignment (This includes Non-Binary people)	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations would historically have meant a disparity in service between persons that have/haven't undergone gender reassignment. This had the potential to lead to indirect discrimination. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons that have/haven't undergone gender reassignment.
Age (People of all ages)	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations would historically have meant a disparity in service between persons of different ages. This had the potential to lead to indirect discrimination. The new SOR will enable targeted prevention and protection activities

		in areas that are modelled to experience longer response times. This will therefore support equality between persons of different age.
Other Non-Legislative - Socio-economic Factors	0	The assumption is being made that there is an uneven demographic distribution across the county. Any disparity in service experienced between locations would historically have meant a disparity in service between persons of different socio-economic status. This has the potential to have a disparate impact on one or more groups. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons of different socio-economic status.
Other Non-Legislative Urbanisation and Rurality	0	NFRS stations are located within population densities. Stations in smaller towns tend to be crewed by OnCall personnel. Those that live in rural locations are therefore likely to experience longer SOR than their urban counterparts. Historically, this had the potential to have a disparate impact on those living in rural locations. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will therefore support equality between persons that live in urban and rural locations.
Wellbeing (physical, mental, social, intellectual and spiritual)	0	On the balance of probability, those that live or work in areas that have historically experienced a slower emergency response time, were likely to suffer a degree of mental stress. The new SOR will enable targeted prevention and protection activities in areas that are modelled to experience longer response times. This will provide community reassurance and therefore reduce any impact on wellbeing.
Total (type this number into your RAG score) 10 or less = Green 11-15= Amber 16+ = Red	3	Green

	Name	Signature	Role
I as the person completing the form, declare that there is no equality impact for any of the Characteristics stated above. I am, therefore, not proceeding any further with this assessment.	Dan Retter	D Retter	Group Commander – Transformation Manager

As a designated Owner, I have considered, and agree that there is no equality impact for the named activity in relation to any of the characteristics stated above. I authorise ceasing the assessment at the screening stage.	Lisa Jackson (in lieu of James Powell)	<i>Lisa Jackson</i>	Area Commander Business Services
As Senior Equality Officer I have considered the completed EWIA and agree with both parties that no further action is required.	Leo Holmes	L Holmes	Senior Equality Officer

Please upload this form via Service request to the HR Q. If impact is identified, please continue to Part 7.

7) Full Equality Impact Assessment	
Please list the methods used to analyse the impact on people (e.g. consultation forums, meetings, data collection)	
Who has been consulted about the potential impact during the development/amendment of the activity? List any consultations e.g. with employees, service user, Unions or members of the public, that have taken place in the development or implementation of this activity.	
Is any Equality Data available relating to the use or implementation of this activity? (i.e. PSED data, census) Yes or No: If yes, what information was available and what was used.	
Please List any other policies/projects that are related to or referred to as part of this analysis.	
Please List the groups of people potentially affected by this proposal (E.G applicants, employees, customers, service users, members of the public)	

8) Outcomes and Mitigation				
	Main concerns identified during the research and/or	Potential Mitigation(s) for each area of concern	Action to be taken or proportionate means achieving a legitimate	Owner

	consultations (List one at a time, add rows as needed)		aim?	
1	<p>No specific areas of concern were raised in relation to any group identified through EWIA assessment.</p> <p>In summary, the results of combined survey responses show that 88% of respondents agreed that the proposed CRMP priorities were the right focus for the Service for the next five years, including 30% who strongly agreed and 58% who agreed.</p> <p>In relation to the draft SOR –</p> <ul style="list-style-type: none"> 78% of respondents considered that different standards, based on the type and risk level of the incident, is the correct approach for measuring how quickly the service responds to incidents. 75% of respondents agreed that changing the way response times are reported, moving from using the average (mean) to the median, would give a fairer picture of typical response times 66% of respondents agreed with the proposal to measure response time from the moment the first fire resource arrives. <p><i>“Views on whether the change aims to give a fairer picture of typical response times varied by area type. While overall agreement was high, those living in rural areas were less likely to agree (66%) compared to 77% of those in urban areas. This may reflect concerns about slower response times in rural communities and a perception that median-based reporting could mask local disparities.”</i></p> <p><i>“Agreement with the proposal</i></p>	<p>Following consideration by SLT and through the PFCC, the decision was taken to adopt the proposed CRMP priorities without amendment and to adopt the proposed changes to the SOR.</p>	N/A	N/A

	<p><i>to measure response time from the moment the first fire resource arrives was stronger among residents in West Northamptonshire (69%) than those in North Northamptonshire (62%). A similar pattern emerged by area type, with those in urban areas more likely to agree (67%) compared to 58% of rural respondents. These differences may reflect greater satisfaction with response times in more densely populated areas, where resources tend may be closer at hand."</i></p> <p>In conclusion, these survey results show that there is broad agreement to the CRMP; to its assessment of risk, identified priorities, proposals and ongoing activities, this agreement was echoed in the staff sessions and focus groups.</p>			
2	<p>Whilst not raised as a specific concern, this consultation received a significant level of response with comprehensive and broader questioning through the survey and as a result of the more qualitative focus group approach. As a result, the consultation analysis provided NFRS with many useful insights. For SOR, in considering whether to adopt the proposed measures, it determined that in doing so, we must clearly explain what measuring the SOR means for the service and what the public should expect as a response.</p>	N/A	<p>The explanation for SOR and how we measure response will be simplified within the final draft CRMP, we will explore how we might be even more transparent around our SOR and response delivery in the future, for example publishing our SOR performance reports more regularly and doing more to signpost to this information.</p>	
3				

9) Sign Off			
The Person completing the EWIA must ensure that all stages of the sign off and authorisation are completed.			
EWIA Author		Date	
EWIA Owner		Date	
Chief Officer/Head of		Date	
Senior Equality Officer		Date	

10) Review date	
At least 12 months after sign off or sooner if monitoring indicates an adverse impact with the Activity.	
Date of next review	

