

## **WEST MIDLANDS FIRE AND RESCUE AUTHORITY**

**26 JUNE 2023**

### **1. COMMUNITY RISK MANAGEMENT PLAN - CONSULTATION**

Report of the Chief Fire Officer

RECOMMENDED

- 1.1 That FA members approve the approach to Community Risk Management Plan (CRMP) consultation in July 2023 as outlined within this report, including the consultation themes and questions.

### **2. PURPOSE OF REPORT**

- 2.1 This report is submitted to inform FA Members of the consultation of West Midlands Fire and Rescue Authority's (WMFRA) CRMP commencing in July 2023 as part of the preparation of our three-year rolling strategy, Our Plan 2024-2027.

### **3. BACKGROUND**

- 3.1. Under the National Fire and Rescue Framework, West Midlands Fire and Rescue Authority (WMFRA) has committed to consult on our CRMP every three years, or where there is a material change to it. WMFRA is committed to enabling the wider community to understand the strength in the risk-based approach to the delivery of services across the West Midlands.
- 3.2. Our last consultation in October 2020 informed our CRMP and three-year rolling strategy for 2021-2024 which saw the establishment of 6 CRMP projects delivering transformation across the service, which will continue to be a focus in year and within our three year rolling strategy:
- Risk Based Crewing
  - Emerging Risks
  - Dynamic Mobilising

- Reducing Health Inequalities
- Blended Fleet
- Automatic Fire Alarms

3.3. Since the last WMFRA consultation took place in October 2020 there have been a number of national and local reports and inspections that have been undertaken that are likely to change the way Fire and Rescue Services operate and deliver services to communities in the future.

- Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) independent assessment of the effectiveness and efficiency of all fire and rescue services;
- State of Fire and Rescue: The Annual Assessment of Fire and Rescue Services in England 2022
- CRMP Fire Standard
- External reviews such as Part 2 of the Grenfell Inquiry, the Manchester Arena Inquiry, and the recent Independent Cultural Review of London Fire Brigade.
- HMICFRS Values and Cultures in Fire and Rescue Services

3.4. Our understanding of risk also continues to evolve, we continually assess risk as a service to inform our decision making and throughout our CRMP process our risk analysis phase is integral. This has identified the following key themes:

- Business Continuity and Resilience – an increase in disruptive events such as protests, international disputes, social disruption, supply chain issues, loss of utilities, climate change, cyber-attacks.
- Emerging Technologies – the drive for sustainability to negate climate change is creating emerging technologies such as lithium-ion batteries, hydrogen, large energy storage systems and new building construction methodologies in the built environment.
- Cost of Living – underlying social inequalities that we know increase our communities risk to fire and other emergencies are being exasperated by the cost of living. This will see vulnerability continue to rise leading to increased community

risk and a potential increase in frequency and severity of incidents incident we attend.

- Sustainability and Net Zero - WMFS recognises that not only do our activities impact on the environment, but changes in the environment may impact on the type, frequency and severity of incidents we attend. Sustainability is not solely focused on the environment but is a service wide eco system where opportunities are founded by working together, streamlining processes and ways of working, leading to a more effective and efficient service. As role models within our communities and to meet external targets, we see sustainability becoming an overarching theme across all elements of our Strategy, enabling all areas of the Service to adapt or adopt new approaches to safer communities.

These themes will form the bases of future CRMP proposals and will be a feature of our public consultation.

- 3.5. Based on the consultation timeframes, it is an appropriate time for WMFRA to complete an effective, informative and meaningful consultation with our communities, staff, partners and businesses across the West Midlands region. This will be achieved by adopting the 'Gunning Principles':

- proposals will be at a formative stage
- there will be sufficient information for respondents to give 'intelligent consideration'
- there will be adequate time for respondents to give consideration and response
- 'conscientious consideration' will be given to the consultation responses before a decision is made

#### 4. **CRMP CONSULTATION APPROACH**

- 4.1. WMFRA takes a risk-based approach in developing our CRMP. The consultation will provide an opportunity for our communities, staff, partners and businesses to determine whether our approach is supported and provide feedback in relation to how we may improve services. In addition, the consultation will seek to engage members of the public, staff and partners about emerging themes such as People and Sustainability to help shape our services in the future.

- 4.2. Consultation should be viewed as an activity that adds value to and supports the CRMP. If undertaken to appropriate standards, consultation can help to create a better understanding of the needs of local communities and stakeholders that the FRS is seeking to support, and through a genuine exchange of views should help to create a CRMP that is more closely aligned to these needs.
- 4.3. It is proposed that WMFRA consult on 5 themes during the consultation:
- Prevention
  - Protection
  - Response
  - People
  - Sustainability

These themes and questions can be found in Appendix 1. For each theme, information will be provided to enable the respondent to make informed decisions when providing feedback.

- 4.4. It is proposed that the consultation will run for 10 weeks from 3<sup>rd</sup> July until 11<sup>th</sup> September 2023. The outcomes of this consultation will have a direct impact on the development of Our Plan and therefore consideration has been given to the corporate planning timelines in developing and presenting 'Our Plan 2024-2027' to the Fire Authority.
- 4.5. The CRMP consultation will aim to engage a broad range of demographics in line with the diverse communities we serve which will include partners and businesses. This will involve utilising the digital platform of WMNow adopted for the 2020 consultation, further enhanced by face-to-face community and partner interaction. Our approach will also seek to target three distinct groups; the public, our partners and our staff. Questions will be tailored to each to allow more meaningful responses.
- 4.6. We aim to gather the greatest range of information possible from the consultation which can be used to inform our existing approaches and our future priorities.

## 5. **ENGAGEMENT STRATEGY**

- 5.1. Our Community Risk Management Plan (CRMP) assesses current and future risks faced by our communities. From incident data, we understand the factors that increase an individual's vulnerability and the factors that contribute to the likelihood of them requiring access to our services. We also know these factors are similar across all public services.
- 5.2. Therefore, collaboration with other public services, including West Midlands Police, West Midlands Ambulance Service, Local Authorities and health partners, provides us with a greater opportunity to reach the most vulnerable. This will enable us to maximise community engagement with the consultation, with the intention of gaining valuable feedback to strengthen our future resilience, effectiveness, and efficiency.
- 5.3. It is our intention to make the consultation as accessible as possible to respondents by utilising as many platforms that are available to us. To make this process as seamless as possible all relevant material will be available at [www.wmfs.net](http://www.wmfs.net).
- 5.4. To enable as much of a representative response as is possible from our diverse communities, partners and businesses it is hoped that a wide range of views and opinions will be collected. An example of the different engagement proposals are detailed below, which will help us achieve both qualitative and quantitative results:
  - Wmfs.net based (multi language – google translate)
  - WM Now - digital community messaging system
  - Social media campaigns
  - Targeted businesses
  - Safe and Well visits / Safe and Strong
  - Partners
  - Community members and volunteers
  - WMFS staff/network groups
  - FA members
  - Station Open Days
  - Direct community engagement – all staff
  - Community events

- 5.5. WMFRA recognises good practice from polling and commits to have a representative set of responses. For this purpose, we have conducted an analysis of stakeholders and have adapted each question to each target audience (our staff, the public or our partners) to allow for more meaningful responses.
- 5.6. In addition, an analysis of the population of the West Midlands has been conducted, which will help us identifying specific targets for age groups, gender and ethnicity. This will enable to monitor our responses and target underrepresented groups to ensure responses are reflective of our communities.
- 5.7. Engagement will be continually monitored throughout the consultation and reported on periodically. A Power BI dashboard will be set up to provide an overview of responses including total number of responses and breakdown based on demographics.
- 5.8. Engagement with members of our communities will require the support of all staff to help drive and push awareness. For this purpose, engagement sessions have been conducted, encouraging staff to put forward ideas of how to engage the public and partners in the consultation. Our approach and engagement strategy has been documented in our consultation plan, details of which have been used to populate this report.

## 6. **EQUALITY IMPACT ASSESSMENT**

- 6.1 In preparing this report a full Equality Impact Assessment has been undertaken.

## 7. **DATA PROTECTION IMPACT ASSESSMENT**

- 7.1 In preparing this report a full Data Protection Impact Assessment has been undertaken.

## 8. **LEGAL IMPLICATIONS**

- 8.1 The consultation proposed in this paper meets the Authority's requirements under the National Fire and Rescue Framework for England 2012.

9. **FINANCIAL IMPLICATIONS**

- 9.1 There are no direct financial implications to the approval of recommendations in this report.

10. **SUSTAINABILITY (ENVIRONMENTAL) IMPLICATIONS**

- 10.1 In preparing this report a full Sustainability Impact Assessment has been undertaken.

11. **BACKGROUND PAPERS**

- [State of Fire and Rescue: The Annual Assessment of Fire and Rescue Services in England 2019](#)
- [The NFCC, National Employers \(England\) and LGA 'Fit for the Future' report 2020](#)
- [Community Risk Management Planning Fire Standard](#)
- [HMICFRS Inspection Report](#)
- [Independent Culture Review | London Fire Brigade](#)
- [Views and culture in fire and rescue services](#)

The contact for this report is Hannah Spencer, CRMP Co-Ordinator – [Hannah.Spencer@wmfs.net](mailto:Hannah.Spencer@wmfs.net)

## **APPENDIX 1: Consultation Themes and Questions**

### **Introduction**

We provide prevention, protection and response services to a population of 2.9 million people across the West Midlands conurbation.

Our 1,400 firefighters and operational colleagues, 60 personnel in Staffordshire and West Midlands Fire Control, plus our 400 non-uniformed staff are dedicated to making the West Midlands safer, stronger and healthier.

All fire and rescue services have a duty to plan their work - from how they respond to house fires and traffic collisions, through to flooding and terrorism.

This important planning also takes account of our communities' views and needs. We factor these into 'Our Plan', which sets out our priorities on a three-year rolling basis.

We last asked our communities about Our Plan in 2020. A lot has changed since then, so we're now consulting again.

It shouldn't take much longer than 10 minutes to share your views.

Thank you!



**PREVENTION****Keeping you safe where you live, work or travel**

Our prevention work aims to help you avoid having an emergency in the first place.

We work hard to identify the most vulnerable people in our communities who need our help most.

Poor health and wellbeing increase someone's risk and vulnerability to fire and other emergencies. Other factors – for example, the cost-of-living crisis and COVID-19 – can influence who is at risk at any one time.

Whether it's a home or school visit from our fire crews, our wide-ranging research, or finding innovative ways to deliver our services, we want to do all we can to keep you safe at home, at work and when travelling.

**Public**

**Question 1:** Have you used or experienced any of our prevention activities? If you have, please select all that apply:

Safe and Well visit

Fire Cadets

Road safety events

Visit to our Safeside education centre

Education visits to schools and colleges

Special Educational Needs and Disability (SEND) education

Fire safety tutoring

Other (free text, no more than 300 characters)

- If yes, please rate our service (scale: Excellent, Extremely Good, Good, Average, Poor, Extremely Poor, Terrible)

**Question:** If you haven't used our prevention services, why is that?  
Please select all that apply:

- I don't know what's available
- I don't think I need them
- I don't know how to access these services
- Problem getting information
- Language/communication barriers
- My use of/access to technology is limited
- Other (free text, no more than 300 characters)

**Question 2:** Are there any other prevention services or advice you think we could provide to make you safer?  
Yes/No

If yes (free text, no more than 300 characters)

### Partners

**Question 1:** Have you experienced or referred anyone to any of our prevention activities? If you have, please select all that apply:

Safe and Well visit

Fire Cadets

Road safety events

Visit to our Safeside education centre

Education visits to schools and colleges

Special Educational Needs and Disability (SEND) education

Fire safety tutoring

Other (free text, no more than 300 characters)

- If yes, please rate our service (scale: Excellent, Extremely Good, Good, Average, Poor, Extremely Poor, Terrible)

**Question:** If you haven't used our prevention services, why is that?  
Please select all that apply:

- I don't know what's available
- I don't know how to access these services
- Problem getting information
- Other (free text, no more than 300 characters)

**Question 2:** Are there any other prevention services or advice you think we could provide to make our communities safer?

Yes/No

If yes (free text, no more than 300 characters)

### Staff

**Question 1:** Have you or your family experienced any of our prevention activities? If you have, please select all that apply:

Safe and Well visit

Fire Cadets

Road safety events

Visit to our Safeside education centre

Education visits to schools and colleges

Special Educational Needs and Disability (SEND) education

Fire safety tutoring

Other (free text, no more than 300 characters)

- If yes, please rate our service (scale: Excellent, Extremely Good, Good, Average, Poor, Extremely Poor, Terrible)

**Question:** What do you think are potential barriers for the community accessing our Prevention services? Please select all that apply:

- They don't know what's available
- They don't think they need them
- They don't know how to access these services
- Problem getting information
- Language/communication barriers
- Use of/access to technology is limited
- Other (free text, no more than 300 characters)

**Question 2:** Are there any other prevention services or advice you think we could provide to make our communities safer?

Yes/No

If yes (free text, no more than 300 characters)

## **PROTECTION**

### **Keeping you safe when you are working in or visiting a building**

Our protection work is all about protecting life and property. It makes businesses and the economy stronger, and communities safer.

We inspect buildings such as, hospitals, schools, care homes, hotels, high rise residential and vulnerable businesses, to keep them safe and reassure the people who live and work there.

Following the Grenfell tragedy, new fire safety regulations and laws are now in place. We and our partner organisations, like housing providers, now have extra responsibilities to ensure that existing and future high-rise buildings are safe.

**Public**

**Question 1:** Do you live in a high-rise building (8 or more floors)? if no – skip to question 2 OR if yes, continue to 1A

**Question 1A – 1D**

**Question 1A:** Are you aware of the new Fire Safety (England) Regulations 2022?

Yes/No/unsure (if no or unsure, skip to 1C OR if yes go to next 1B)

**Question 1B:** Do you feel that the Fire Safety (England) Regulations 2022 have made high-rise buildings safer? (Yes/No) (both go to next Q)

**Question 1C:** Do you think there is more we can do to keep communities in high-rise buildings safe from fire? Yes/No (if yes: free text, no more than 300 characters) (if yes go to next Q 1D, if no, skip to Q2)

**Question 1D:** Are you happy to share the address of your high-rise building? (Yes/No. Yes - free text to take address)

**Question 2:** Have you used any of our business fire safety services? (Yes/No/Not applicable) (if Yes go to 2A, if not applicable, skip to next section – Response, if no, skip to next Q2C)

**Question 2A** Please select the services you have used:

- Fire safety advice
- Fire safety audit
- ‘Safe and Strong’ visit
- General fire safety support
- You’ve reported a fire safety issue to us
- Other (free text, no more than 300 characters)

**Question 2B** - Please rate our service (scale with free text option)

**Question 2C** - Have you had any problems accessing our services?  
Please select all that apply:

- I don't know what's available
- I don't think I need them
- I don't know how to access these services
- Problem getting information
- Language/communication barriers
- My use of/access to technology is limited
- Other (free text, no more than 300 characters)

### Partners

**Question 1:** Are you responsible for a high-rise building (8 or more floors)? If yes, go to Q1A, if no, skip to Q2)

**Question 1A:** Have the new Fire Safety (England) Regulations 2022 made high-rise buildings safer? (Yes/No/Unsure)

**Question 1B:** Do you think there is more we can do to keep high-rise residents safe from fire? Yes/No (if yes free text, no more than 300 characters)

**Question 2:** Have you used any of our business fire safety services? (Yes/No/Not applicable) (Yes go to Q2A, no, go to Q2C, not applicable go to next section Response).

Question 2A: Please select the services you have used:

- Fire safety advice
- Fire safety audit
- 'Safe and Strong' visit
- General fire safety support
- You've reported a fire safety issue to us
- Other (free text, no more than 300 characters)

Question 2B: Please rate our service (scale with free text option)

Question 2C: Have you had any problems accessing our services?  
Please select all that apply:

- I don't know what's available
- I don't think I need them
- I don't know how to access these services
- Problem getting information
- Language/communication barriers
- My use of/access to technology is limited
- Other (free text, no more than 300 characters)

### Staff

**Question 1:** Are you aware of the new Fire Safety (England) Regulations 2022?

Yes/No/unsure (if yes, go to Q1A, if no or unsure, go to Q1B)

**Question 1A:** Do you feel that the Fire Safety (England) Regulations have made tall buildings safer? (Yes/No)

**Question 1B:** Do you think there is more we can do to keep communities in tall buildings safe from fire? Yes/No (if yes: free text, no more than 300 characters)

### RESPONSE

#### Helping you in an emergency

Our response to fires and other emergencies continues to be graded 'outstanding' by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services. Our understanding of risk of fire and other emergencies, and overall effectiveness, are now also rated 'outstanding' for the first time.

Our firefighters arrive at the most serious incidents in under five minutes - one of the quickest response times in the country. Responding so quickly saves lives and protects homes and businesses.

We respond to a wide range of incidents, not just fires and traffic collisions. These include water rescues and flooding, complex rescues from height or confined spaces, and incidents including hazardous materials.

As technology, towns and cities advance, the risks we might face change. Many factors influence the types of incidents to which we might respond - for example, wider use of rechargeable lithium-ion batteries, new buildings, electric vehicles and climate change.

The skills and expertise of our staff can be called upon to help people in the UK or around the world who are affected by major incidents or humanitarian crises, such as in Greece, Turkey and Malawi.

## Public

**Question 1:** Has West Midlands Fire Service helped you in an emergency? (if yes go to Q1A, if no, go to Q2)

**Question 1A:** Please rate our service (scale with free text option, no more than 300 characters)

**Question 1B:** Have you experienced any barriers to accessing our services? If so, please select all that apply:

- Limited access to a phone or technology
- Problem getting information
- Language/communication barriers
- Other (free text, no more than 300 characters)

## Emerging Risks

**Question 2:** We continually assess risks faced by the West Midlands.

Some of the newer ones include: emerging technology, such as



lithium-ion batteries; more electric vehicles; construction of new tall buildings; disruption to supply chains; climate change; cost of living.

Do you feel there any other new/emerging risks we should be considering?

Y/N

Yes branches to free text option, no more than 300 characters

### **Question 3: Community resilience**

We work hard to spot risks that might significantly impact everyone in the West Midlands. We want to be ready to help you if you need us.

But how prepared do *you* feel *you* are to cope with the following?

- Fuel shortages
- Food shortages
- Energy shortages
- Mobile network or phone disruption
- Flooding
- Extreme weather (hot and cold)
- Power outages

Very prepared to totally unprepared

### **Partners**

**Question 1:** Has West Midlands Fire Service helped you in an emergency?

If yes, please rate our service (scale with free text option, no more than 300 characters)

### **Question 2: Emerging Risks**

We continually assess risks faced by the West Midlands.

Some of the newer ones include: emerging technology, such as

lithium-ion batteries; more electric vehicles; construction of new tall buildings; disruption to supply chains; climate change; cost of living.

Do you feel there any other new/emerging risks we should be considering?

Y/N

Yes branches to free text option, no more than 300 characters

### **Question 3: Community resilience**

We work hard to spot risks that might significantly impact everyone in the West Midlands. We want to be ready to help our communities and partners when they need us.

But how prepared do *you* feel *you* are (as an organisation) to cope with the following?

- Fuel shortages
- Food shortages
- Energy shortages
- Mobile network or phone disruption
- Flooding
- Extreme weather (hot and cold)
- Power outages

Very prepared to totally unprepared

### **Staff**

### **Question 2: Emerging Risks**

We continually assess risks faced by the West Midlands.

Some of the newer ones include: emerging technology, such as lithium-ion batteries; more electric vehicles; construction of new tall buildings; disruption to supply chains; climate change; cost of living.

Do you feel there any other new/emerging risks we should be considering?

Y/N

Yes branches to free text option, no more than 300 characters

### **Question 3: Community resilience**

We work hard to spot risks that might significantly impact everyone in the West Midlands. We want to be ready to help our communities if they need us.

But how prepared do *you* feel *you* are to cope with the following?

- Fuel shortages
- Food shortages
- Energy shortages
- Mobile network or phone disruption
- Flooding
- Extreme weather (hot and cold)
- Power outages

Very prepared to totally unprepared

### **PEOPLE**

#### **We represent our community**

We take positive action to recruit a diverse workforce, and want every area and level of our workforce to reflect our communities.

We are determined to breakdown any perceived barriers to joining us, and to challenge behaviours that have no place in a 21<sup>st</sup> Century fire service.

Our training helps us deliver excellent service to our communities, and our staff benefit from a wide range of wellbeing support (physical, emotional, financial) so they can do their best work for the West Midlands.

**Public**

**Question 1:** How do you feel we could attract more people from groups that are currently under-represented in our workforce to join us - for example, minority communities, women, LGBT+, people with disabilities. Please select all that apply:

- Improved information on the role of a firefighter
- More information sessions delivered in the community
- Online information sessions
- Set times to visit fire stations to find out more
- 'Have a go' taster sessions
- Attendance at jobs fairs
- College and university visits
- Other (free text option, no more than 300 characters)

**Question 2:** Would you consider, or have you considered, working for West Midlands Fire Service? Y/N

If Y: In a firefighter or a support role?

- Firefighter
- Support

What do you feel are the perceived barriers for you or other people wanting to join West Midlands Fire Service, either as a firefighter or in a support role?

Please select all that apply:

- It's not for me
- I've never thought about it
- Lack of information
- Recent negative publicity
- Perception of the role of a firefighter (eg I'm not fit or strong enough)

- Disabilities or health concerns
- Cultural/religious barriers
- Salary and benefits
- Exposure to harm and trauma
- Shift work
- Other (free text option, no more than 300 characters)

If you would like to speak to us about joining us, please email recruitment.

## Partners

### Question 1:

How do you feel we could attract more people from groups that are currently under-represented in our workforce to join us - for example, minority communities, women, LGBT+, people with disabilities. Please select all that apply:

- Improved information on the role of a firefighter
- More information sessions delivered in the community
- Online information sessions
- Set times to visit fire stations to find out more
- 'Have a go' taster sessions
- Attendance at jobs fairs
- College and university visits
- Other (free text option, no more than 300 characters)

### Question 2

What do you feel are the perceived barriers for people wanting to join West Midlands Fire Service, either as a firefighter or in a support role?

Please select all that apply:

- Lack of information
- Recent negative publicity

- Perception of the role of a firefighter (e.g. I'm not fit or strong enough)
- Disabilities or health concerns
- Cultural/religious barriers
- Salary and benefits
- Exposure to harm and trauma
- Shift work
- Other (free text option, no more than 300 characters)

### Staff

**Question 1:** How do you feel we could attract more people from groups that are currently under-represented in our workforce to join us - for example, minority communities, women, LGBT+, people with disabilities. Please select all that apply:

- Improved information on the role of a firefighter
- More information sessions delivered in the community
- Online information sessions
- Set times to visit fire stations to find out more
- 'Have a go' taster sessions
- Attendance at jobs fairs
- College and university visits
- Other (free text option, no more than 300 characters)

### Question

What do you feel are the perceived barriers for people wanting to join West Midlands Fire Service, either as a firefighter or in a support role?

Please select all that apply:

- Lack of information

- Recent negative publicity
- Perception of the role of a firefighter (eg I'm not fit or strong enough)
- Disabilities or health concerns
- Cultural/religious barriers
- Salary and benefits
- Exposure to harm and trauma
- Shift work
- Other (free text option, no more than 300 characters)

## **SUSTAINABILITY**

### **Protecting our people, planet and future**

Our focus on sustainability includes finding more efficient and effective ways of working, including how we invest in our technology, equipment, vehicles, buildings and people to make them 'fit for the future'.

We want to cut our greenhouse gas emissions to achieve 'net zero' by 2041, and support our communities to be 'greener'.

We believe that the way we and our partners work should be for the greater good of all and be fair and equitable. Making sure we embed this into all of our activities for the benefit of current and future communities is an important part of this work.

We're also considering how we'll respond to community needs resulting from climate change, and how we can share more information about topics such as warm and cool spaces, flood prevention, and the social and economic impacts of fires and emergency responses.

### **Public (same for all)**

**Question 1:** Please rank the following in order of how you think we should prioritise them:

- How we prepare for the future scale and frequency of climate-related emergencies
- Achieve net zero sooner, rather than later
- Promote wellbeing for our communities and staff
- Help communities make more sustainable decisions
- Honesty, integrity and ethical behaviour.

### Question 2:

Our stations are *community* fire stations, and we continually review their vital role.

Please choose three things you would like to see our stations provide in the future:

- Safety information/education
- A base for multiple emergency services
- Community access to technology
- Warm/cool spaces
- Emergency relief/rest centre during major incidents
- Safe havens for people at risk of harm
- Access to life-saving equipment (eg defibrillators)
- Food bank
- Clothes bank
- Community spaces, eg a coffee shop
- Other (free text, no more than 300 characters)

### Partners (same for all)

**Question 1:** Please rank the following in order of how you think we should prioritise them:



- How we prepare for the future scale and frequency of climate-related emergencies
- Achieve net zero sooner, rather than later
- Promote wellbeing for our communities and staff
- Help communities make more sustainable decisions
- Honesty, integrity and ethical behaviour.

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- Access to life-saving equipment (eg defibrillators)
- Food bank
- Clothes bank
- Community spaces, eg a coffee shop
- Other (free text, no more than 300 characters)

**Staff (same for all)**

**Question 1:** Please rank the following in order of how you think we should prioritise them:

- How we prepare for the future scale and frequency of climate-related emergencies
- Achieve net zero sooner, rather than later
- Promote wellbeing for our communities and staff
- Help communities make more sustainable decisions
- Honesty, integrity and ethical behaviour.

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- Safe havens for people at risk of harm
- Access to life-saving equipment (eg defibrillators)
- Food bank
- Clothes bank
- Community spaces, eg a coffee shop
- Other (free text, no more than 300 characters)

All

How much do you trust West Midlands Fire Service?

- Completely

- Largely
- Neither trust nor distrust
- Partially
- Not at all

### About you

By providing the information below, you'll help us to ensure our consultation represents the views of all West Midlands communities. We will not link it to your personal details.

LIST QUESTIONS TO GO HERE "ABOUT YOU".