

<b>CRMP Consultation 2024 - 2029 - External feedback</b>	
Is the draft CRMP document easy to read and understand?	CFRS feedback and comment
If you responded 'no' to Q1, please tell us what we can do to improve the document.	
No info regards LRF - When you click the link it says page not found	The LRF section at the back of the document details the specifics of the LRF and the link will be checked on formal publication. To find the website you can also enter 'Local Resilience Forum Cambridgeshire' into a search engine.
Use the correct data to ensure the public are not mislead and misinformed	As this is not specific, we do not know which data is being referred to and therefore cannot address this.

<p>Much to commend in doc but some queries;</p> <ul style="list-style-type: none"> <li>- Fig 2 says due to Prevention and Protection the number of calls fell in 2020-1. Surely it was due to Covid but this is not mentioned in this section although raised in section 'The Calls we Attend'</li> <li>- Table 'Total Number of Mobilisations per Day' shows 10 busiest ever days in past 5 years. Could this not be part of an expanded section of the 'Growing Impact of Climate Change'. Climate warming is creating warmer summers with more extreme downpours and winters with flooding and potentially could be more severe winters. Will need more resources to deal with the impact of climate change so I think this is worth emphasising.</li> <li>- There is a graph from MunichRE from 2019. Is there nothing more recent?</li> <li>- Wildfire Risk section refers to the summer of 2020 - surely this is 2022?</li> <li>- Youth Engagement. Doesn't even mention Firebreak courses. Seems to be a key omission?</li> <li>- 'Culture' states 'Our Service has a good organisational culture.' That's not for us to say - shouldn't it state 'we believe....'</li> <li>- Technology. No mention of sustainability in this area? Reduce carbon and work with tech suppliers re environmental, social and governance sustainability in tech. Globally IT produces more carbon than the global airline industry! We need to shine a light in the dark recesses of IT and its carbon footprint.</li> <li>- Sustainability section. Sustainability should be embedded in everything we do and not have its own little section. This section only focuses on carbon. This is emphasised in a later section on sustainability referring to carbon offsetting, waste reduction and single use plastic. Sustainability includes these but is bigger and has social and governance obligations. To be sustainable we need to engage with all suppliers and ensure they are sustainable - includes not using child or slave labour, not using additional resources but re-use/recycle, no corruption, etc. Need to embed within our communities and look at poverty for example - think locally. Poverty includes digital poverty - what happens to our old laptops? Also lead by example - gender and race equality, etc. Environmentally look at our waste - does any foam we use in fires have any environmental impact? If so then push our suppliers to innovate.</li> <li>- Have we baselined our carbon footprint? This isn't easy to do.</li> <li>- Document looks to have been written by many people. Needs one person to edit to provide</li> </ul>	<p>Points addressed in order.</p> <p>Figure 2 - Comment in CRMP added about Covid impact to figures and call profiles.</p> <p>This is covered in this section to outline the impact of extreme weather on CFRS and forms 2 risks in our strategic risk register. We have to balance the detail and length of document against incorporating too much detail that makes it too complex, we are content that extreme weather is included within our planning.</p> <p>Re MunichRE graph - no that is the most recent publicly available at this time.</p> <p>Re summer of 2020 - 2022 added to this section</p> <p>Fire break is mentioned in the actions listed under Community Safety Excellence</p> <p>Culture clarified with evidence used to make the statement.</p> <p>Two points addressed (technology and sustainability) - we have a sustainability strategy that reaches across our organisation. It is incorporated across all stands, however we feel that it does need to be mentioned as it is such an important issue. In this document we are referencing individual items that are woven across our entire organisation.</p> <p>Yes we have baselined our Carbon footprint through engagement with the Carbon Trust for an independent review.</p> <p>It takes many people to formulate our CRMP, we have worked to ensure consistency. To address this and the next point, there will be</p>
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<p>consistency.  - Document might need re-sectionising. There's a lot of repetition of points and it doesn't quite flow.</p>	<p>a final proof-read before publication and the final document will be designed, this is just the word document.</p>
<p><b>Do you think we have included all the significant risks for Cambridgeshire?</b></p>	
<p><b>If you answered 'no' to the previous question, please tell us why you think that and what you think should be included.</b></p>	
<p>Water risks? - it might be in LRF but can't check</p>	<p>This is a vague statement, so we cannot understand the change required; possibly referencing flooding, water ways or our access to</p>

	<p>water. However, all these are incorporated in the detailed planning and risk analysis behind the formation of our CRMP.</p>
<p>You have stated the following:</p> <p>In terms of location, mapping five years of historic incident data (most serious incidents – primary fires, RTCs and special services) has shown us which of our on-call fire engines we need to have available around the clock to best meet our response standards (these are in addition to the four wholetime stations, three day-crewed stations and our two roaming fire engines which are crewed by wholetime firefighters). We have called these strategic on-call CRMP stations and they are:</p> <ul style="list-style-type: none"> <li>• Yaxley</li> <li>• Whittlesey</li> <li>• March</li> <li>• Chatteris</li> <li>• Ramsey</li> <li>• Cambourne</li> <li>• Cottenham</li> <li>• Soham</li> <li>• Sawston</li> </ul> <p>This again is incorrect and misleading as the roaming pumps are quite often sent to these stations due to lack of crewing so to advise that these stations are on in addition to the roaming pumps is incorrect</p>	<p>We think this means we cannot say we have roaming fire engines and then all those on-call stations available as the roaming fire engines sometimes provide the cover instead of that strategic on-call station. We have added a clarification statement to the CRMP to address this point.</p>
<p>Based on what has happened historically. Needs to look at worse case scenarios future risks - obscure and unlikely but massive impact risks. For example - ransomware in ICT as has happened already to another FRS. Physical risk to staff due to negative reports in other Services. Risk of war. Risk of widescale and persistent flooding - failure of banks in the Ouse Washes for example.</p>	<p>We have not covered all the risks we face in our CRMP but highlighted the most prevalent. We have a strategic risk register which contains detailed and specific risks. We also pay due regard to the national and local community risk registers when researching our CRMP. Cyber security is one of the highest risks we face was referenced but we have made this more specific now in the CRMP.</p>

Do the actions look appropriate to address the identified risks and opportunities?	
If you answered 'no' to the previous question, please tell us why you think that and what you believe is missing.	
<p>Unsure as cannot access LRF to compare</p>	<p>Typing in 'Local Resilience Forum Cambridgeshire' in a search engine will allow you to gain access to the required information. We note the link wasn't working and will check this prior to publication.</p>
<p>Shutting stations should never be the answer, especially when this is being led by financial decisions as appose to public safety</p> <p>Staff are not being redeployed they are being terminated this will decrease the number of trained firefighters you have available</p> <p>Poor senior management decisions in regards to recruitment and new mobilizing systems will ultimately put the public at a greater risk</p>	<p>Unsure what specific changes are being requested to the CRMP as there is no direct reference to the points made here. We continually look at service improvements and will consult and engage on specific activities in addition to the overall CRMP consultation.</p>
Is there anything missing you think we have overlooked (that you have not already mentioned), or anything you would have expected to see in this plan that isn't there?	
<p>I understand a lot of the data and tables are linked to the 2021 Census information, which means they only provide data up to year 2021/22. This is data for only half of the last IRMP and from an outsider I would possibly question that does the service have the information available to create plans and inform decisions they make as they are unable to provide any information for 2022/23 onwards?</p>	<p>Preparation for the CRMP starts 18 months in advance of publication, and we take a snapshot of the data available to us then. Annually, we review and refresh our data to ensure we continue to be aligned. The Census data is released on a 10-year basis and is the most detailed data available for use.</p>
<p>Page 24 you've got your timings wrong for when WT appliances are available during the day. You've stated 9am-6pm</p>	<p>Thank you for spotting this, we have amended this.</p>
<b>CRMP Consultation 2024 - 2029 - External feedback</b>	
Is the draft CRMP document easy to read and understand?	
If you responded 'no' to Q1, please tell us what we can do to improve the document.	

<p>It might be 'plain English', but there are some big words and concepts, and the document goes on and on. At whom is it aimed? I found myself skim-reading, and I cannot think of even the most dedicated civil servant studying a document such as this for each county's service.</p>	<p>The CRMP is aimed at all our community and partner agencies; it is also used internally by our people. It is challenging to provide a summary without providing the background and context. We have reduced this document considerably over the years. It is less than 40 pages to outline our context, planning and plans for the next 5 years. On our website with our feedback survey, we did provide a condensed summary of our risks and actions for people recognising that some people may not want to read the background and analysis we did. We will do this when we publish our final CRMP too.</p>
<p>Rather too wordy?</p>	
<p>Make it shorter</p>	
<p>less jargon. a public information document should not need a glossary</p>	
<p><b>Do you think we have included all the significant risks for Cambridgeshire?</b></p>	
<p><b>If you answered 'no' to the previous question, please tell us why you think that and what you think should be included.</b></p>	
<p>Closing fire stations is a huge risk to villages and towns that are only growing</p>	<p>We continually look at service improvements and will consult and engage on specific activities in addition to the CRMP consultation.</p>
<p>Little mention of the increase in science/research facilities and the likelihood of a younger population being attracted by those jobs. No mention on the risk to water resources from over-development of housing around Cambridge.</p>	<p>We have not covered all the risks in our CRMP but highlighted the most prevalent. We have a strategic risk register which contains detailed and specific risks. We also pay due regard to the National and local community risk registers when putting our CRMP together. With regard to water resources, it is unclear if this means flooding or access to water? We are consulted about Hydrant placements on new build developments and we are engaged with the Local Resilience Forum (LRF) to understand and plan for flooding risks.</p>
<p>There is no mention of the fire station in Manea. There was a suggestion that this station may close, but with the constant expansion of the village, is this seen as a viable option for the safety of the village with the closest next pump being in Chatteris.</p>	<p>Under the actions for Operational Excellence we state that we will 'Work to align operational resources and skills (wholetime, on-call and fire control) to our risk and demand, understanding how we respond to incidents and the number of resources required to safely resolve them, and to ensure that we are maximising our productivity and efficiency.' The redistribution of resources from</p>

	Manea and two other on-call fire stations is part of this action point which is a continuation of an action point in the current IRMP which ends on March 31, 2024. Consultation and engagement around specific options as part of this work will be carried out separately from the overall CRMP consultation.
I don't know as I lost patience	No specific changes requested.
I have tried to read the report which although is clearly written and contains a lot. Of background information, is very long for the average person to read. If it was your job, you could spend all day reading each word, but a summary would be useful on one page. I missed the response to flooding incidents.	Although there is nothing specific that references flooding it is covered under extreme weather conditions and we plan for this as part of the Local Resilience Forum under the civil contingencies act. We did provide a summary of the risks, opportunities and actions on the consultation webpage and we will do the same when we publish the final version.
<b>Do the actions look appropriate to address the identified risks and opportunities?</b>	
<b>If you answered 'no' to the previous question, please tell us why you think that and what you believe is missing.</b>	
See above. No mention of this aspect means no provision. (Previous comment referred to closure of fire stations)	Please see response above re Manea.
<b>Is there anything missing you think we have overlooked (that you have not already mentioned), or anything you would have expected to see in this plan that isn't there?</b>	
I found that the whole draft document very easy to read and understand. It shows all salient points quite clearly. All in all a very well-produced document. Well done Regards	Thank you for the feedback
Shutting stations for no reasons is just disgusting behaviour to people who rely on having a service If you're that worried about funding cut the fat from the top, why does CFRS need so many officers at the top ? I feel the service is becoming very misguided and old fashioned on how it operates and maybe should look at keeping staff and work out why people don't want to stay.	No specific changes requested.
It's a very comprehensive draft	Thank you for the feedback
Heaven forbid there's more to say!	No specific changes requested.
It's a wordy, weighty document. A mind map summary would help.	We will be placing a summary of the key risks and actions on our website once the CRMP is published.

<p>A more detailed review of future risks. There is some good stuff about summer fires but other areas are skimmed over (increase in EV vehicles resulting in fires that are difficult to put out XXXXXXXXXXXXX)</p>	<p>We cover EV under emerging technologies in the risk and opportunity section.</p>
<p>I would like to see you engaging with the recent issues highlighted in the media around car fires. EVs are being blamed for all vehicles fires when it's not always EVs. I think there's some misinformation about vehicle fires and EVs especially. There's concern that EVs are more likely to catch fire which isn't true. You should be addressing these miscomprehensions and sharing your plans for dealing with vehicle fires. I would expect from you Clear information about the likelihood of vehicle fires in all types of vehicles, how you plan to deal with these, fatalities and injuries associated with vehicle fires etc. I found this survey via Facebook so would suggest you use this and other social media to connect with people. There are many EV Facebook groups and anti EV groups. I would expect you to be engaging with these and supplying relevant and useful information to them.</p>	<p>We cover EV under emerging technologies in the risk and opportunity section. We engage in the national communications around EV and emerging technologies and we will continue to work with our partners in this area.</p>
<p>The potential for an increase in domestic fires due to the 'cost of living' increases. Cheaper forms of alternative heating and lighting i.e. portable appliances and candles.</p>	<p>This is a risk we recognise and we already have this listed as a strategic risk in our risk register. It is a focus in our prevention strategy, however, it is too detailed for inclusion in the high-level CRMP.</p>
<p>In terms of rescues and collisions, more preventative measures and education of young riders and e-scooters and the aftermath of this to victims and riders and yourself</p>	<p>We have this listed as a strategic risk in our risk register and this is a focus in our prevention strategy and activities, including proactive messaging on our social media channels and work with local media. It is too detailed for inclusion on the high-level CRMP.</p>
<p>There is no mention of anywhere near where I live, so I can't really comment. Not much about fluvial flooding or surface drainage flooding either. Also not much about the THOUSANDS of new builds in my area over the past few years and how they affect things.</p>	<p>Although there is nothing specific that references flooding it is covered under the extreme weather conditions and we plan for this as part of the Local Resilience Forum under the civil contingencies act.</p>
<p>Being more aware of construction types - general building as well as high rise to ensure the most appropriate feedback to high risk individuals. Checks for fire risk due to lack of party walls in older terraced houses on house visits. More campaigns around road safety for the public and a greater distribution of those campaigns.</p>	<p>Both are covered in our prevention and protection strategies. It is too detailed for inclusion in our high-level CRMP. We do regular road safety messaging on our social media channels as well as proactive events with partners targeting different audiences.</p>



<p>No mention that I saw of the use of social media. I only found this on Neighbourhood and I find articles on that forum very useful, such as not placing a charging item in an escape route although many older people don't use this as much</p>	<p>Good to hear how this engagement was found. We use a variety of communication channels to reach different audiences and will look at how we can further enhance them.</p>
<p>I don't recall any mention of working with local councils to support the access issues with cars parked so as to restrict access. Another point I would strongly encourage is engaging not just with health services to identify those at risk but also community trusts to also identify those disabled individuals who have egress issues and those on oxygen therapy. I am sure this has been considered and I apologise if I missed this. As a health professional, this has been an issue for me for those with long term conditions who live alone and have great difficult to not only leave the property but also move around their home.</p>	<p>We do regularly post about access issues on our social media sites and have worked with local media to highlight the issue. We will continue to do this.</p> <p>We do have a number of data sharing agreements (including oxygen data) to help us to identify those most at risk in the communities and we also conduct joint visits to these individuals to address any risks identified.</p> <p>These are covered in our prevention strategy but is too detailed for inclusion in our high-level CRMP.</p>
<h2>CRMP Consultation 2024 - 2029 - Union Feedback</h2>	
<p>I don't think its overlooked, but certainly could clarify better. When talking about resources and requiring 14 pumps (2 x 6 pump jobs, plus 2 spare), I think we should be making it clear this is 14 pumps of 5 firefighters. Given that we now operate some appliances with 2 or 3 firefighters, I think it would be easy to confuse our intent on the statement with something that is technically accurate but does not provide the same, or required amount of resources to deal with the size of incident described.</p>	<p>This has not changed since our previous IRMP. The measure is 14 fully crewed fire engines. Crews of 2 or 3 are not included within the 14 fire engines listed.</p>
<p>I would also like to see mentioned in the document our commitment to DECON and the focus on reducing the risk of cancers caused by firefighting. I know CFRS have got a real determination and have taken many steps towards this change in mindset, attitude and behaviours and it would be nice to record this formally in the CRMP.</p>	<p>This would be covered in the CRMP action plan under the 4th bullet point in operational excellence</p>