

AWDURDOD TÂN AC ACHUB GOGLEDD CYMRU



NORTH WALES FIRE AND RESCUE AUTHORITY

A meeting of the **EXECUTIVE PANEL** will be held
MONDAY 17 MARCH 2025 at 14:00 hrs.
virtually **via Zoom**

Yours faithfully,
Gareth Owens
Clerk

AGENDA

1. Apologies

2. Declaration of Interests

3. Notice of Urgent Matters

Notice of items which, in the opinion of the Chair, should be considered at the meeting as a matter of urgency pursuant to Section 100B (4) of the Local Government Act, 1972.

4. Minutes of the Meeting held on 16 December 2024

5. Matters Arising

6. Independent Cultural Review into North Wales Fire and Rescue Service

7. Performance Monitoring Report Q3 2024-25

8. Community Risk Management Implementation Plan 25/26 - for approval

9. The Social Partnership Duty Annual Report

10. Urgent Matters

To consider any items which the Chair has decided are urgent (pursuant to Section 100B (4) of the Local Government Act, 1972) and of which substance has been declared under item 3 above.

PART II

It is recommended pursuant to Section 100A (4) of the Local Government Act, 1972 that the Press and Public be excluded from the meeting during consideration of the following item(s) of business because it is likely that there would be disclosed to them exempt information as defined in Paragraph(s) 12 to 18 of Part 4 of Schedule 12A of the Local Government Act 1972.

11. Appointment of Monitoring Officer & Treasurer

NORTH WALES FIRE AND RESCUE AUTHORITY
EXECUTIVE PANEL

Minutes of the **Executive Panel** of the North Wales Fire and Rescue Authority held on Monday 16 December 2024, virtually via Zoom. Meeting commenced at 14.00hrs.

Councillor

Cllr Dylan Rees (Chair)
Cllr Paul Cunningham (Deputy Chair)
Cllr Alan Hughes
Cllr Chris Hughes
Cllr John Ifan Jones
Cllr Gareth A Roberts
Cllr Paul Rogers
Cllr Gareth Sandilands

Representing

Ynys Môn County Council
Flintshire County Council
Denbighshire County Council
Conwy County Borough Council
Anglesey County Council
Gwynedd County Council
Wrexham County Council
Denbighshire County Council

Also present:

Dawn Docx
Stewart Forshaw
Helen MacArthur
Justin Evans
Anthony Jones
Tracey Williams
Elgan Roberts
Dafydd Edwards
Gareth Owens
George Jones
Lisa Allington

Chief Fire Officer
Deputy Chief Fire Officer
Assistant Chief Fire Officer
Assistant Chief Fire Officer
Area Manager
Head of Corporate Communications
Head of Finance and Procurement
Treasurer
Clerk and Monitoring Officer
Atebol - Translator
Executive Assistant

1.0 APOLOGIES

Councillor

Cllr Carol Beard
Cllr Dale Selvester
Cllr Rob Triggs

Representing

Conwy County Borough Council
Flintshire County Council
Gwynedd Council

ABSENT

Councillor

Cllr Rondo Roberts

Representing

Wrexham County Council

2.0 DECLARATIONS OF INTEREST

2.1 There were no declarations of interest to record.

3.0 NOTICE OF URGENT MATTERS

- 3.1 There was no notice of urgent matters.
- 3.2 The Chair took this opportunity to thank all North Wales Fire and Rescue Service (the Service) colleagues for their dedication and professionalism throughout storm Darragh. In excess of 200 calls had been received by the Control Room as a direct result of the storm.

4.0 MINUTES OF THE MEETING HELD ON 16 SEPTEMBER 2024

- 4.1 The minutes of the meeting held on 16 September 2024 were submitted for approval.

4.2 RESOLVED to:

- i) **approve the minutes as a true and correct record of the meeting held.**

5.0 MATTERS ARISING

- 5.1 In relation to paragraph 7.4 which referenced Safecall, an independent phone line for reporting any issues of concern, it was noted that further details on its usage had been requested. Members were advised that Safecall had been introduced in June 2023 and to date, 17 individual reports had been received, of which 10 were anonymous, two were semi-anonymous and five named. Each of these calls had been fully addressed.

6.0 BUDGET SETTING 2025-26

- 6.1 ACFO MacArthur gave Members a background to the establishment of the Budget Scrutiny Working Group and the involvement of MIAA in the budget setting process, and gave an overview of the high-level figures included within the report. This confirmed a gross budget requirement of £52.389m and the proposal to utilise £0.6m of reserves for non-recurring expenditure. The net levy requirement for 2025/26 would be £51.588m reflecting an increase of 7%, and fully incorporating costs of circa 2% arising from the recent increases to employer national insurance contributions. Adjusting for the national insurance contribution, the year on year increase would be 5%.
- 6.2 Elgan Roberts, Head of Finance and Procurement, then presented the Budget Setting 2025-26 paper to Members, the purpose of which was to provide an update on the current financial planning assessment to set a balanced budget for 2025/26, and to seek endorsement to confirm the indicative levy with constituent local authorities.
- 6.3 The Chair thanked the members of the Budget Scrutiny Working Group for their invaluable contribution to the budget setting process.

- 6.4 A Member asked if it was possible to source grants for environmental projects, and if there were any local grants or opportunities through partner agencies that might be available. It was also asked whether there was any indication as to the amount of the pay settlement.
- 6.5 ACFO MacArthur responded that the Service's Environment and Climate Change Manager was incredibly proactive and had already secured grants in excess of £200,000. Salix funding would be utilised in the future.
- 6.6 The Treasurer confirmed that while there was an element of risk in terms of inflation and there were never any guarantees, he felt that the estimates for the pay award were robust. Reserves would be utilised if the eventuality arose whereby the pay award exceeded the 3% accounted for. It was also noted that a separate amount had been included for the Retained Duty System (RDS) staff.

6.7 RESOLVED to:

- i) Note the findings of the Budget Scrutiny Working Group, including the planning assumptions being used to develop the revenue budget for 2025/26;**
- ii) note the current financial planning assessment of a budget requirement of £52.389m for 2025/26;**
- iii) note the proposal to utilise £0.601m of reserves for 2025/26; and**
- iv) endorse the communication of the draft financial levy of £51.788m from the constituent local authorities.**

7.0 PERFORMANCE MONITORING REPORT Q2 2024-25

- 7.1 AM Anthony Jones delivered the Performance Monitoring Report Q2 2024-25 paper to Members which aimed to provide comparative data relating to the North Wales Fire and Rescue Authority's (the Authority) 'Our 5 Principles for keeping communities safe' for the first half of the 2024/25 financial year. The report also contains commentary on activity and proposed activity associated with the principles.
- 7.2 A Member asked what the data showed with regards to malicious fire alarms, and AM Jones responded that work was being carried out with the Prevention and Protection Teams to reduce calls in this area.
- 7.3 It was further enquired as to whether there had been any prosecutions for malicious fire alarms, and responded that the initial research conducted did not indicate that any prosecutions had been made in this area.

- 7.4 One Member noted the year-on-year increase in sickness absence figures and asked what remedial measures were taken in this area.
- 7.5 ACFO MacArthur confirmed that a great deal of work was carried out with staff to enable them to continue working where possible, such as modified duties and access to Occupational Health services. The reasons for absences were multi-factorial, and 50% of the cases related to staff who were absent due to mental health reasons. Those absences that related to issues within the workplace were looked into and dealt with and the Equality, Diversity and Inclusion (EDI) Committee were looking at additional mechanisms for support. However, it should also be noted that access to NHS support was particularly problematic and this had an adverse effect on sickness absence.
- 7.6 A Member requested that a comparison to both the other Welsh Fire and Rescue Services (FRS) and UK-wide FRS be provided in the future in order to provide some wider context.
- 7.7 The CFO asked that Members note that as the Service was a relatively small one, it only took small numbers of staff to be absent for the percentages to appear high. The unknown outcome of the Culture Review had also had a negative impact on some staff.
- 7.8 The 61% increase in fires at HMP Berwyn was noted and it was asked what the staff within the prison were doing in order to reduce the number of fires. AM Jones responded that the success rates of the current programme were being looked at, and that the prison were trialling a scheme to replace electric or battery-operated items in an effort to prevent inmates from setting fires deliberately.

7.9 RESOLVED to:

- i) note the content of the performance monitoring report.**

8.0 TRIANNUAL BENCHMARKING OF THE CHIEF FIRE OFFICER'S SALARY

- 8.1 This agenda item was taken after agenda item 9 and Members of the Senior Management Team were asked to leave the meeting. Gareth Owens, Clerk to the Authority, advised Members of the outcome of the triannual benchmarking of the Chief Fire Officer's (CFO) salary.

8.2 RESOLVED to:

- i) Confirm to the Authority that, through the Executive Panel, they have discharged their duty to undertake a triannual benchmarking exercise in line with the “two-track” approach for determining levels of pay for Brigade Managers as prescribed by the National Joint Council; and**
- ii) note that no changes to the salary were required.**

9.0 STRATEGIC RISK MANAGEMENT

9.1 AM Anthony Jones presented the Strategic Risk Management paper, which aimed to provide Members with an update on development to the risk management process; an outline of the draft Risk Appetite Statement; and an overview of the Authority's Strategic Risk Register.

9.2 The Chair confirmed that the Risk Register had been reviewed by himself and the Deputy Chair in the last week. Plans were also in place to improve the risk evaluation process and training would be provided in this area. It was recommended that Members also take part in this training in order to be able to better evaluate risk moving forward.

9.3 RESOLVED to:

- i) Note the development of the risk management process;**
- ii) approve the draft Risk Appetite Statement; and**
- iii) note the Strategic Risk Register.**

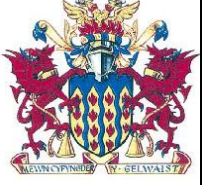
10.0 URGENT MATTERS

10.1 The Chair took this opportunity to advise Members that, should they wish to, hybrid meetings could be moved to for Audit Committee and Executive Panel meetings; however, there would not be the facilities to carry out hybrid meetings for full Authority meetings due to restrictions on space.

10.2 It was noted that there remained a provision within the budget for Members' travel expenses.

10.3 It was agreed that meetings should remain online, by a majority vote.

Meeting closed: 14:53 hrs

Report to	Executive Panel	
Date	17 March 2025	
Lead Officer	Dawn Docx, Chief Fire Officer	
Contact Officer	Helen MacArthur, Assistant Chief Fire Officer	
Subject	Independent Cultural Review into North Wales Fire and Rescue Service	

PURPOSE OF REPORT

- 1 To present to Members of the Executive Panel of North Wales Fire and Rescue Authority (the Authority) the report of the independent cultural review into North Wales Fire and Rescue Service (NWFRS) and to confirm the next steps on the cultural journey of NWFRS.

RECOMMENDATION

- 2 It is recommended that Members:
 - i) **Acknowledge receipt of the report of the independent cultural review; and**
 - ii) **endorse the next steps on the cultural journey of NWFRS.**

BACKGROUND

- 3 On 3 January 2024, an Independent Culture Review into South Wales Fire and Rescue Service (SWFRS) was published. On 5 February 2024, in response to the findings, the then Deputy Minister for Social Partnership, Hannah Blythyn, announced the removal of South Wales Fire and Rescue Authority and the appointment of four independent Commissioners to ensure that the recommendations from the review and those made by the Chief Fire and Rescue Adviser were acted upon.
- 4 Following these Ministerial actions, Cllr Dylan Rees and CFO Dawn Docx met with the then Deputy Minister and her officials on 19 February and 4 March 2024 to discuss the progress made around culture within NWFRS. The Deputy Minister, having had the opportunity to meet with staff and being familiar with NWFRS, acknowledged that both NWFRS and Mid and West Wales Fire and Rescue Service (MAWWFRS) were at a different place on their cultural journeys compared to SWFRS.

- 5 Nevertheless, NWFRS and MAWWFRS worked together to propose the commissioning of an external review of each Service, to be undertaken by an independent culture specialist. This idea was approved by the Deputy Minister and it formed the basis of her statement on 11 March 2024. The Terms of Reference for the review was agreed based on the Deputy Minister's statement and following a joint procurement exercise the contract was agreed with Crest Advisory on the 4 June 2024.

INFORMATION

- 6 From July 2024 until November 2024 Crest Advisory carried out the review work. They undertook a literature review, a document and data review, a staff survey, conducted interviews and focus groups and received written and audio submissions.
- 7 Participation in the review was entirely voluntary, and the intention was to capture the views of current employees and staff who worked for NWFRS after June 2021 but who may have subsequently left NWFRS.
- 8 Crest produced a draft report on 23 December 2024 which was provided to a small number of officers to check for factual accuracy and terminology. The publication of the report was scheduled for 5 February 2025 to allow for translation and to coincide with the publication of the report for MAWWFRS.
- 9 Members of the Authority and key stakeholders were notified in advance to the fact that the report was to be published on the Authority's website on 5 February, and Members were invited for an informal briefing by Crest Advisory on 10 February 2025

NEXT STEPS

- 10 The meeting of the Executive Panel on 17 March 2025 is the first opportunity to formally present the [Crest Independent Culture Review Report](#) to the Executive Panel of the Authority for questions and comment. In addition, an AI generated summary of the report is attached as [Appendix A](#).
- 11 Crest Advisory have made presentations to the Authority Members, to NWFRS Leadership Team, to Middle Leaders and at events open to all employees during February. They also presented their findings to Welsh Government officials on 11 March 2025.

- 12 The report was discussed at length during the Middle Leaders seminar on 12 February 2025 and all Middle leaders have been encouraged to discuss it with their teams, and to feedback on those themes that they thought were the most important to address and practical actions that could be implemented in the short and medium term. A dedicated email address has been set up to receive those suggestions and it will remain open until the end of March.
- 13 In the meantime, a Cultural Board has been set up and it will be chaired by the CFO. It will work closely with the staff networks, the Staff Engagement Forum, the Fire Family Staff Survey Project Group as well as the Equality, Diversity and Inclusivity Committee, which will also be chaired by the CFO. The goal is to ensure this process is as collaborative and inclusive as possible, where everyone has a voice in shaping the future of NWFRS.
- 14 The intention is to produce and present the Action Plan arising from the recommendations of the report to the full Authority at its meeting on 28 April 2025.
- 15 It is expected that progress against the action plan will be regularly reported and performance managed by the Authority.

IMPLICATIONS

Well-being Objectives	Future service provision could be impacted if the concerns highlighted by the review are not addressed
Budget	The cost of the review was £150,000 and it was fully funded from the Authority's reserves.
Legal	NWFRS is working with the Equality and Human Rights Commission to ensure that it complies with its legal duties under the Equality Act 2010
Staffing	An Area Manager was seconded onto this project for 9 months to coordinate, and contract manage the project.
Equalities/Human Rights/ Welsh Language	The project was conducted bilingually, and participation was on a self-selecting, voluntary basis.
Risks	The report identifies both positive improvements and causes for concern. The concerns must be addressed to ensure that NWFRS remains an employer of choice and can attract talent to provide quality services.

APPENDIX A


Positive points reflecting progress

1. **Improved culture since 2021:** the culture at NWFRS has improved significantly since June 2021, largely attributed to the appointment of a new Chief Fire Officer (CFO). The new leadership has emphasised open communication, transparency, and proactive engagement, which has positively impacted the culture
2. **Pride and team camaraderie:** NWFRS staff and former staff expressed deep pride in their work and enjoyed working in supportive and inclusive teams. There is a strong sense of unity and shared purpose among colleagues.
3. **Positive impact of new leadership:** the new CFO's emphasis on open communication, transparency, and proactive engagement has led to improved visibility and approachability of senior leaders. This has been reflected in the positive feedback from staff regarding the opportunities to give feedback on NWFRS's values, culture, fairness, and diversity.
4. **Supportive work environment:** the majority of staff identified supportive colleagues and good collaboration and teamwork as major strengths of NWFRS's culture. Many examples of supportive environments and friendships were provided, where colleagues actively encouraged and uplifted one another.
5. **Operational training improvements:** NWFRS has made a conscious effort to improve the delivery of operational training, with positive results. The training department has shifted towards a supportive, person-centred approach, focusing on individual development needs and learning styles.
6. **Efforts to increase diversity:** NWFRS has implemented targeted recruitment strategies under positive action to attract women into operational roles. These efforts have proven effective, with women representing 15% of the operational workforce in 2023-24, compared to 10% in 2020-2021.
7. **Commitment to cultural change:** NWFRS has shown a commitment to cultural change by putting in place various initiatives to improve Service culture. These include the staff cultural engagement forum, the 'Siop Siarad' ('Culture Cafe') scheme, the introduction of Safecall (an anonymous external reporting service), and various training packages focusing on acceptable behaviours, people management, and equality, diversity, and inclusion

Negative points reflecting ongoing challenges

1. **Negative behaviours among leaders:** despite improvements, negative behaviours among a minority of middle and senior leaders hinder positive cultural change. These individuals often exhibit unprofessional conduct, including abuse of power and intimidation.
2. **Lack of accountability:** there is a perceived absence of accountability for past misconduct, an avoidant leadership style, and poor decision-making in senior leadership. This has eroded trust throughout NWFRS and continues to affect organisational culture.
3. **Tensions in diversity initiatives:** there are clear tensions surrounding NWFRS's actions and initiatives to improve diversity. The approach to positive action in recruitment has led to concerns of positive discrimination and doubts over the competence of female staff.
4. **Strained union relationships:** despite some improvements, relationships between the fire brigades' union (FBU) and relevant corporate staff at NWFRS remain strained. There is an entrenched 'us vs them' culture, with mutual accusations of poor collaboration and hostility.
5. **Entrenched favouritism and bias:** NWFRS is perceived to be entrenched with favouritism and bias, affecting almost all of the Service's processes, including recruitment, promotions, and transfers.
6. **Hierarchical leadership style:** the leadership style at NWFRS is most commonly perceived as hierarchical, controlling, and unapproachable. This has created a visible divide between management and more junior staff.
7. **Inconsistent training and development:** while operational training has improved, non-operational training is often seen as a tick-box exercise. There is insufficient training on person-centred management approaches, leaving managers unprepared and causing minor issues to escalate.
8. **Widespread bullying and harassment:** bullying and harassment are widespread, with over two-fifths of survey respondents reporting personal experiences since June 2021. There is also significant underreporting and inconsistent responses to reports of unacceptable behaviour.

9. **Health and safety concerns:** changes to auditing standards have resulted in concerns among operational staff about health and safety at NWFRS. There is also an insufficient focus on safeguarding.
10. **Inconsistent mental health support:** while there are good pockets of mental health support, the support for employees on long-term mental health leave remains inconsistent.

Report to	Executive Panel	
Date	17 March 2025	
Lead Officer	Anthony Jones, Assistant Chief Fire Officer	
Contact Officer	Sandra Williams, Head of Planning, Performance and Transformation	
Subject	Performance Monitoring, April 2024 - December 2024	

Purpose of Report

- 1 To provide comparative data relating to the North Wales Fire and Rescue Authority (the Authority)'s 'Our 5 Principles for keeping communities safe' for the first three quarters of the 2024/25 financial year. The report also contains commentary on activity and proposed activity associated with the principles.
- 2 To highlight emerging trends in both increased, reduced and new demands.
- 3 To inform the development of new or revised activity to mitigate any increasing and emergent demand and risk.

Summary

- 4 The number of Fire incidents continues to decrease, with 1,252 fires attended – a decrease of 6.7% compared with the same period last year.
- 5 The number of False Alarm incidents continues to rise, with 2,521 incidents attended – an increase of 11.6% compared with the same period last year.
- 6 The number of Accidental Dwelling Fires attended continues to decrease, with 231 incidents attended – the lowest number reported in the last five financial years.

Recommendation

- 7 It is recommended that Members:
 - i) **Note the contents of the performance monitoring report.**

Information

ii) Unless otherwise stated, all figures are based on the first three quarters of this financial year, with comparisons made to the same period of the previous financial year.

Well-being Objectives	Helps the Authority to monitor its performance against the improvement and well-being objectives in the Community Risk Management Implementation Plan 2024-25.
Budget	No direct budget implications. However, reporting allows FRA to consider any potential impacts on budget due to unanticipated incident activity.
Legal	Supports the FRA, as required by the Well-being of Future Generations (Wales) Act 2015, to demonstrate how it is taking all reasonable steps, in exercising its functions, to meet its well-being objectives.
Staffing	No staffing implications. However, aligning reporting to the FRA's CRMP will be more efficient.
Equalities/Human Rights/Welsh Language	No implication identified.
Risks	No risk implications



Gwasanaeth Tân ac Achub
Fire and Rescue Service

North Wales Fire and Rescue Service

Monitoring Report: April 2024 – December 2024



Our five principles for keeping communities safe

PEOPLE

PREVENTION

PROTECTION

RESPONSE

ENVIRONMENT

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Our People Principle



1 Sickness Absence

The Service aims to encourage all its employees to maximise their attendance at work while recognising that employees will, from time to time, be unable to come to work because of ill health.

Total time lost, for NWFRS, due to sickness absence has increased to 5.67% during quarter three, which is an increase compared with the same quarter during the previous year of 5.21%, but is a decrease from 6.15% in quarter two for 2024/25.

940 individuals were employed by NWFRS during quarter three, which is an increase of 30 people from the same period in 2023/24.

Please note that throughout the report, the number of cases in the year to date (YTD) will not be a sum of the quarters as some individuals' absences will span across quarters. There may also be fluctuations in the numbers reported from quarter to quarter as a result of changes to employee data.

1.1 All Sickness Absence

	Year 2023/2024			Year 2024/2025			Absence Rate Variance
	Q3 Cases	Q3 Days Lost	Q3 Lost time %	Q3 Cases	Q3 Days Lost	Q3 Lost time %	
Long Term Sickness	143	792	0.95%	152	857	1.00%	↑ 0.05%
Short Term Sickness	63	3572	4.27%	78	3991	4.67%	↑ 0.40%
Total	206	4364	5.21%	230	4848	5.67%	↑ 0.46%

During quarter three, the number of short-term absence days and cases have increased compared with the same period in the previous year, although overall there has been a decrease from quarter two absence. Short term absence accounted for 1.00% of time lost across all duty types, an increase of 0.05% from the same period in the previous year.

The number of long-term sickness cases has increased in comparison with the same period in the previous year, with long term absence now accounting for 4.67% of time lost from 4.27%.

Short term means individual periods of sickness of 27 calendar days or less.
Long term means individual periods of 28 calendar days or more.

Some duty systems may see a higher percentage of lost time despite fewer cases of absence being recorded. This is caused by there being fewer staff within that duty system. The sickness absence percentage calculation is proportionate to the number of staff within that duty system.

1.2 Short Term Sickness

Short Term Sickness equates to 1.00% of lost time during quarter three.

	2023/24 - Q3 Cases	2023/24 - Q3 Days lost	2023/24 - Q3 Lost time %	2024/25 - Q3 Cases	2024/25 - Q3 Days lost	2024/25 - Q3 Lost time %
Wholetime*	55	299	1.17%	45	282	1.13%
RDS /On-Call	62	344	0.80%	69	393	0.88%
Control	9	45	1.49%	10	28	1.06%
Corporate Departments	17	104	0.83%	28	154	1.16%
Total	143	792	0.95%	152	857	1.00%

(*Wholetime - includes all operational staff, such as station based, rural and flexi duty officers)

(SLT have been split so operational members of SLT are included within wholetime figures, and Heads of Departments are included within Corporate Departments).

Top 3 Short Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases	Lost time %
1	Cold, Flu	40	23.4%
2	Musculoskeletal – Lower Limb	10	7.7%
3	Musculoskeletal – Upper Limb	7	5.4%

Lost time % is based upon the days lost rather than the case numbers

The reasons for absence above are across all duty types.

The highest number of short-term absence cases were due to cold/flu reasons, with musculoskeletal related absences being the second and third highest.

1.3 Long Term Sickness

Long Term sickness equates to an average of 4.67% of lost time during quarter three.

Long Term Sickness	2023/24 – Q3 Cases	2023/24 – Q3 Days lost	2023/24 – Q3 Lost time %	2024/25 – Q3 Cases	2024/25 – Q3 Days lost	2024/25 – Q3 Lost time %
WDS Stations	14	742	2.93%	24	1273	5.11%
RDS /On-Call	38	2229	5.20%	46	2332	5.22%
Control	3	163	6.56%	1	57	2.16%
Corporate Departments	8	438	3.50%	7	329	2.48%
Total	63	3572	4.27%	78	3991	4.67%

Top 3 Long Term Sickness Absence Reasons (Cases)

	Absence Reason	Cases	Lost Time %
1	Musculoskeletal – Lower Limb	23	24.7%
2	Mental Health – Stress	14	17.4%
3	Failed Medical / Fitness Test	6	8.2%

Lost time % is based upon the days lost rather than the case numbers

Long term sickness absence reasons during quarter three have remained the same as quarter two.

Musculoskeletal – Lower limb absence continues to account for the highest number of cases and lost time. Absences due to this reason include employees who are awaiting surgical intervention or are recovering from surgery but due to the physical nature of operational roles, employees must have fully recovered before returning to work to avoid further exacerbation or injury.

Long term absence due to mental health - stress continues to be within the top three absence reasons for long term sick during quarter three, with there being a slight increase in the number of cases and time lost compared to quarter two of the current year. Whilst the service has seen an increase in mental health cases, this is also reflective across the country, as reported by NHS monthly statistics bulletin. Adults accessing mental health support has increased from 1.1 million in July 2023 to 1.4 million in July 2024.

Support is provided to employees who are absent due to mental health and musculoskeletal reasons, including access to occupational health, employee assistance programme and physiotherapy treatment. Signposting to external agencies, such as the Firefighters Charity, Parabl and other specific services is also provided to employees.

All Wales Comparison

The average shift days lost per person for all absence (short and long term) on an all Wales basis was 11.62 shift days per person for wholetime uniformed staff, 17.72 shift days per person for Control staff, and 14.76 shift days per person for Corporate staff.

In comparison with the other Welsh Fire and Rescue Services, North Wales had the lowest shift days lost per person due to both long- and short-term absences across the three duty types reported out of all three services.

For total absence:

- 9.02 shift days per person was lost by Wholetime uniformed staff in North Wales, compared with 13.54 days per person lost by South Wales wholetime uniformed staff and 9.54 shift days per person in Mid and West Wales;
- 12.19 shift days per person was lost by Control based staff in North Wales, compared with 23.7 shift days per person in South Wales and 16.66 shift days per person in Mid and West Wales;
- 10.09 shift days per person was lost by Corporate staff in North Wales, compared to 21.24 shift days per person in South Wales and 10.4 shift days per person in Mid and West Wales.

Note, the all Wales data is for the period April 2023 to March 2024, with the most recent update published in October 2024, and only reports on absence data for wholetime, control, and corporate staff and doesn't include on-call or retained data.

Our Prevention Principle



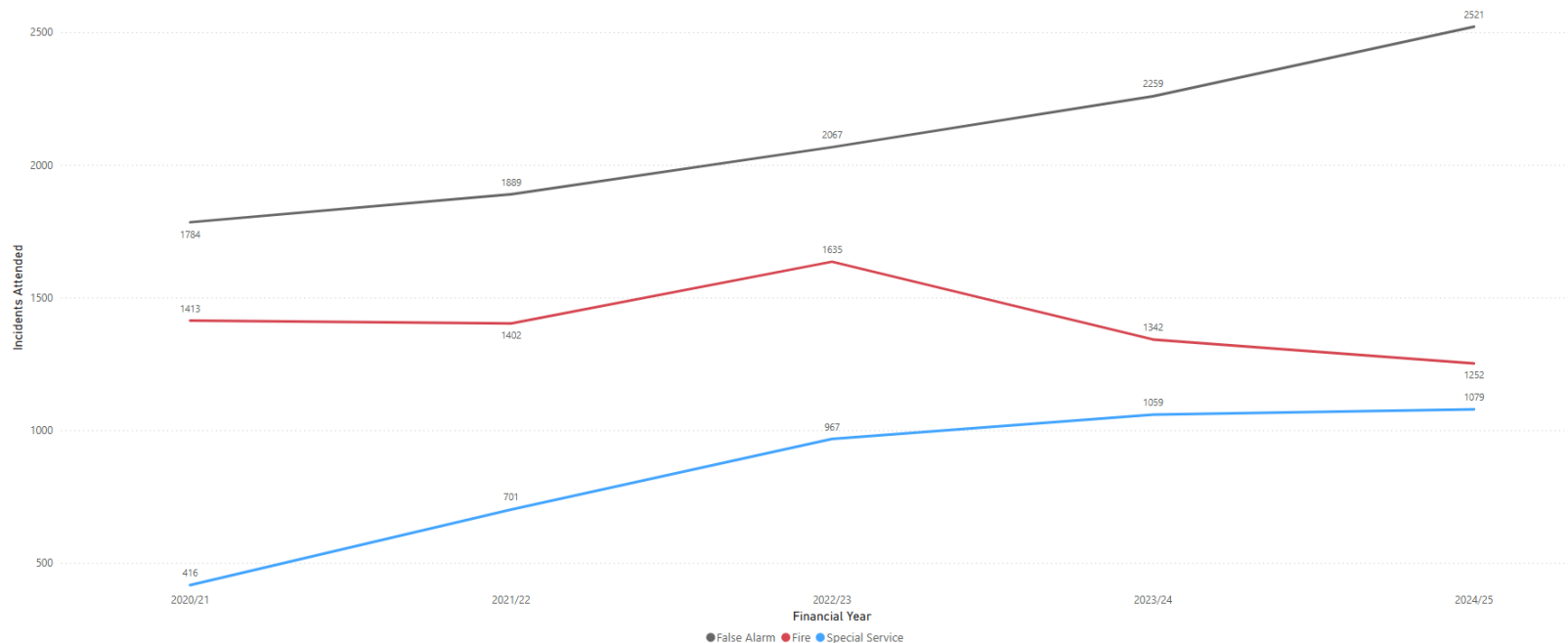
2 All Incidents

All Incidents – **4,852** incidents were attended during the first three quarters of the financial year, which is an increase of 4.1% from 4,660. This is also significantly above the 3-year average of 4,440.

Fires – **1,252**, a decrease of 6.7%. This is also below the three-year average of 1,460.

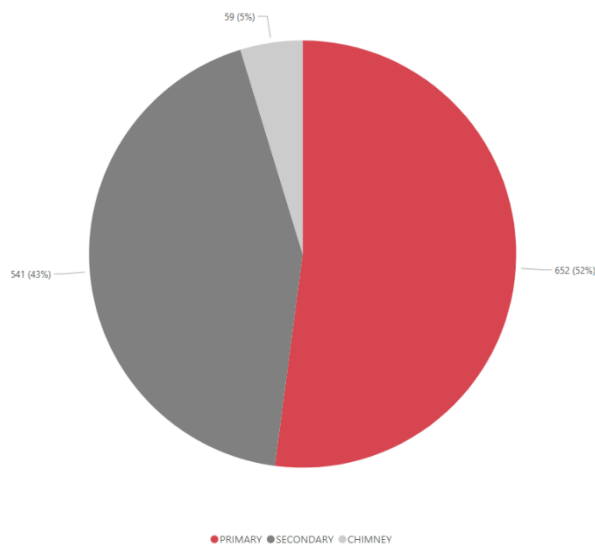
False Alarms – **2,521**, an increase of 11.6%. This is also above the three-year average of 2,072.

SSCs – **1,079**, an increase of 1.9%. This is also above the three-year average of 909.



3 Fires, by Category and Motive

1,252 fires were attended; a 6.7% decrease from 1,342.



Primary Fires - 652

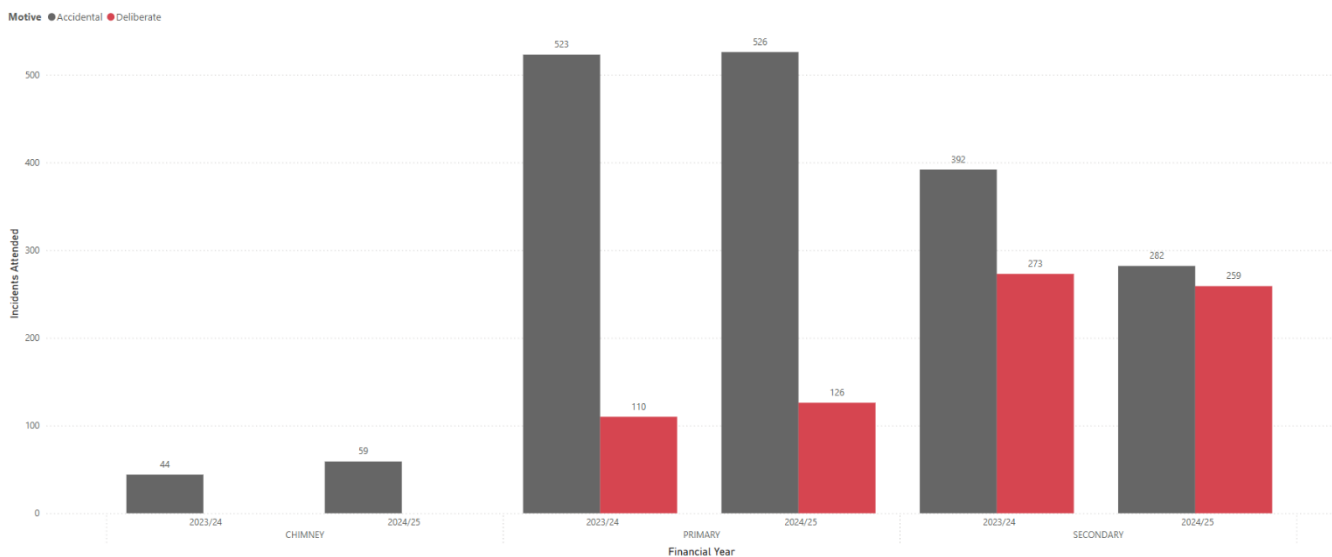
- **Accidental: 526**, 80.7%.
- **Deliberate: 126**, 19.3%.

Secondary Fires - 541

- **Accidental: 282**, 52.1%.
- **Deliberate: 259**, 47.9%.

Chimney Fires

- **59**, 4.7% of all fires attended – this is an increase of 34.1% from 44.



Actions taken to date:

The number of completed Safe and Well Checks (SAWCs) at the end of quarter three was **15,055**. We are ahead of target for the year; however, we will be continuing to work with our referring agencies to ensure the highest quality of referrals are received.

During quarter three, a new process was developed enabling operational crews to identify buildings that have fallen into disrepair and have attracted ASB. The crews forward the information to the prevention team who inform the appropriate authorities.

Seasonal and targeted social media campaigns via our Corporate Communications Team included: bonfire and firework safety, electrical safety, chimney safety, and Christmas safety.

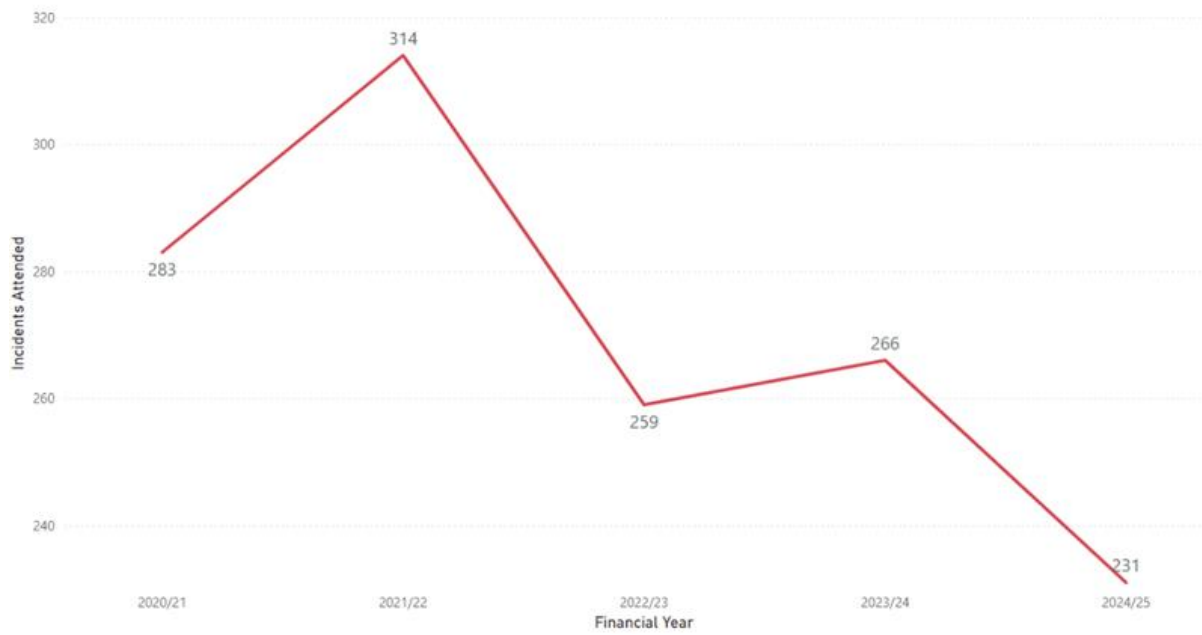
Bespoke educational sessions delivered in conjunction with local authority groups and charities to asylum seekers took place. These sessions utilised translators in four different languages. Ongoing activity in this area is being developed.

During quarter three, a new initiative with NatWest Bank commenced. These sessions are aimed at the elderly and are proving very productive, allowing us to offer SAWCs to our main target audience.

An extensive amount of targeted multi agency engagement and activity took place over the Christmas period.

4 Accidental Fires in Dwellings (ADFs)

231 accidental dwelling fires were attended, a reduction of 13.2% from 266. This is also less than the three-year average of 280.



5 Main cause of accidental dwelling fires

There were numerous main causes of ADFs during the three quarters of the financial year. Those which have shown a rise this quarter could be associated with the cost of living crisis, and the costs now involved with heating homes.

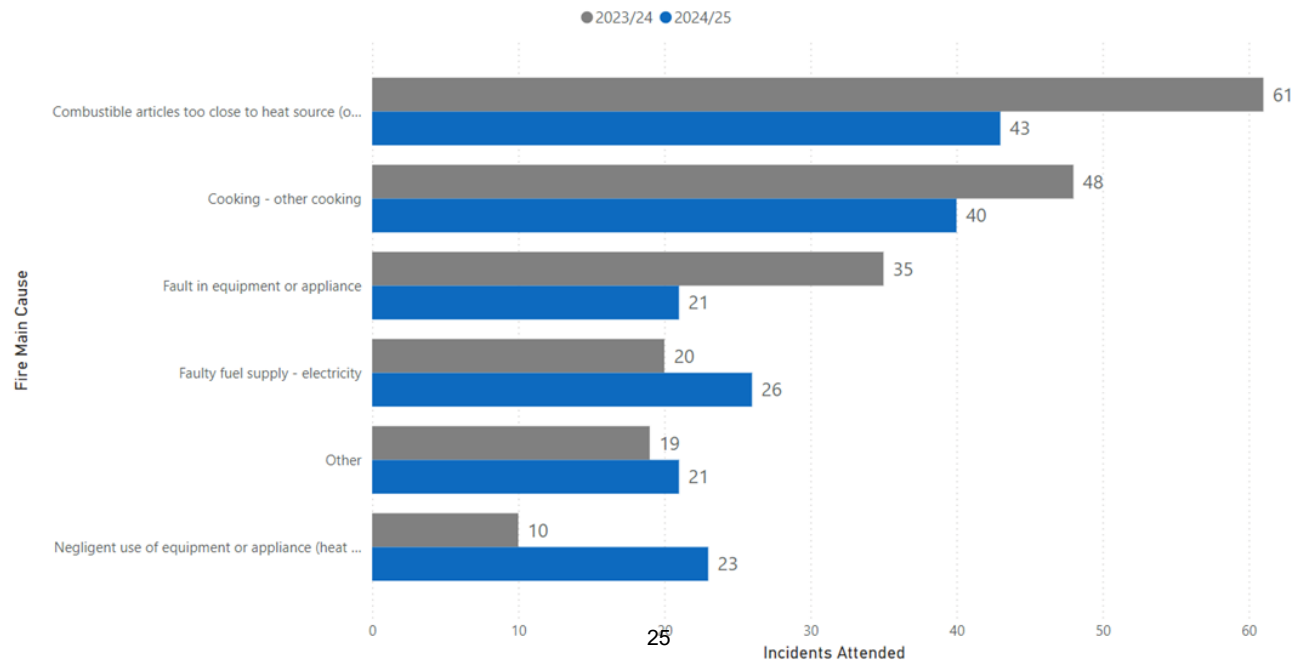
Although the most common was 'Combustible articles too close to heat source (or fire)', this still showed a 29.5% decrease from 61 to **43**.

Other main causes which saw a reduction included:

- 'Cooking – other cooking' which showed a reduction of 16.7% from 48 to **40**.
- 'Fault in equipment or appliance' which showed a significant reduction of 40.0% from 35 to **21**.

Despite this, a few main causes saw a rise during this quarter. These included:

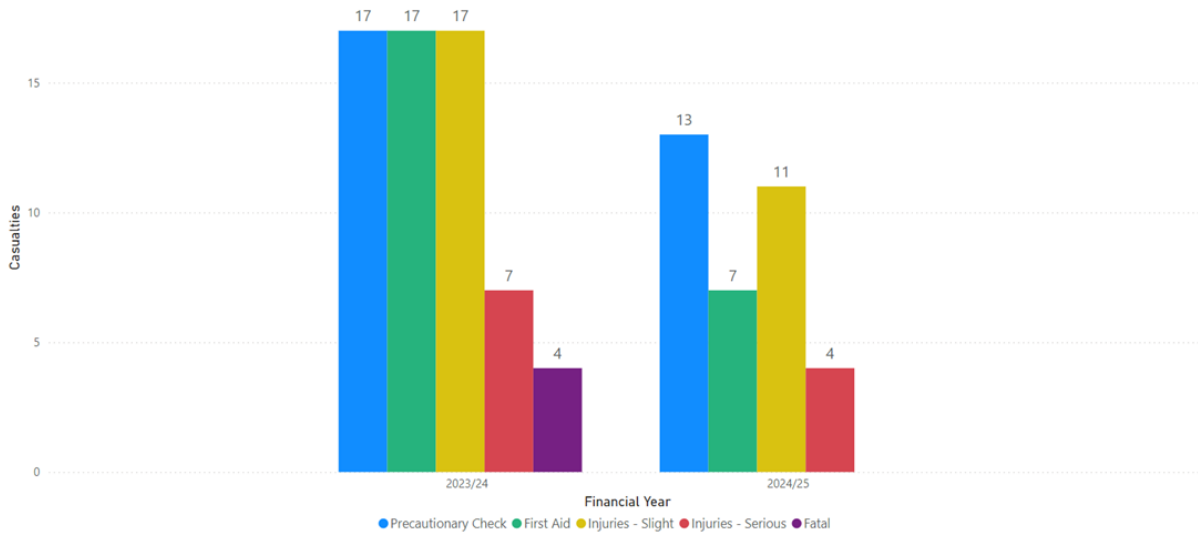
- 'Faulty fuel supply – electricity', which increased by 30.0% from 20 to **26**.
- 'Other', which increase by 10.5% from 19 to **21**.
- 'Negligent use of equipment or appliance (heat source)', which increased by 130.0% from 10 to **23**.



6 Fatalities and Casualties from Accidental Fires in Dwellings

A total of **35** people sustained injuries at the **29** ADFs where an injury of any form was recorded. No fatalities were recorded during the period.

The number of people injured (including fatalities) as a consequence of an ADF has decreased 43.5% compared with the same period last year. The number of ADFs where an injury was recorded has also decreased by 40.8%.



Of the **35** casualties, **23** (65.7%) were 'Overcome by gas, smoke or toxic fumes; asphyxiation', **four** sustained slight burn injuries, **three** sustained severe burn injuries, **two** had 'Breathing difficulties (other than 'overcome by gas, smoke or toxic fumes; asphyxiation)', **another** had a 'Combination of burns and overcome by gas/smoke', and **another** suffered from 'Shock/Anaphylactic shock'. The **one** other casualty's injury type was recorded as 'Other'.

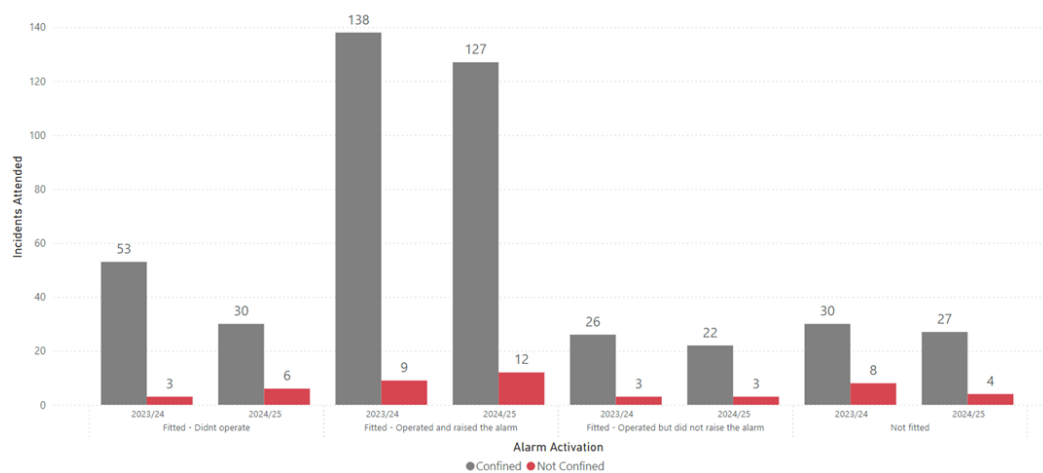
7 Smoke Detectors – Accidental Dwelling Fires

Detectors: smoke/heat detectors were present at **200** (86.6%) accidental dwelling fires attended.

Alarms operated and raised the alarm at **139** (60.2%) ADFs.

Alarms were not fitted at **31** of the ADFs attended.

Of the **231** ADFs attended, **206** were confined to the room of origin, and **25** were not confined.



Actions taken to support the most vulnerable to fires in their homes:

Extensive engagement with targeted groups over the Christmas period: for example, collaborating with charities to deliver gifts to elderly people living alone, arranging numerous coffee mornings across the area, attendance at food banks, charity events and engagement at targeted shopping outlets.

A Christmas fire safety message was delivered through a highly successful poster competition aimed at engaging our younger members of society, with over 900 entries received from across the Service area.

Ongoing re-engagement with referring agencies continues to take place to help ensure we receive referrals aimed at those people most vulnerable to fire.

Extensive activity and engagement with university students across the service area - this includes mandatory "Kitchen Talks" delivered by operational crews from Bangor Fire Station. Work is ongoing to replicate this in Wrexham.

Campaign Steering Group (CSG) continues to work with the Corporate Communications team to proactively promote fire, road, and water safety across all media platforms.

Educational Visits to Schools in Q3

- Primary Schools visited = 17 → 1,240 pupils
- Secondary Schools visited (Crucial Crew) = three → 450 pupils
- Special Needs Unit visited = one → six pupils

Phoenix

- Six courses with 46 attendees.

Fire Setter Interventions

- Six Firesafe sessions delivered by DangerPoint
- One Fire Awareness Child Education (FACE) session delivered internally

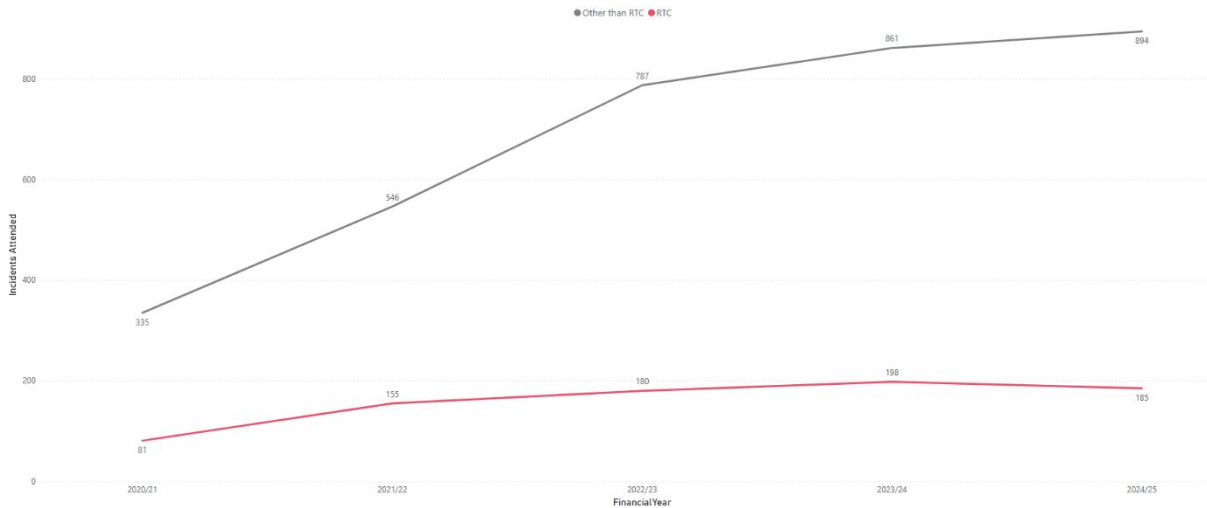
DangerPoint

- 5,669 young people attended through the Home Safety scenario up to the end of quarter three.

8 Special Service Calls (SSCs)

A total of **1,079** special service calls (including Road Traffic Collisions (RTCs)) were attended. This is an increase of 1.9%.

The number of RTCs attended decreased 6.6% to **185**.



Other than RTC categories which saw the largest **increase** in attendances included:

- **394** 'Assist other agencies' incidents – an increase of 14.9% from 343.
- **77** 'Other rescue/release of persons' incidents – an increase of 54.0% from 50.
- **58** 'Lift Release' incidents – an increase of 61.1% from 36.

Despite this, other categories saw a **decrease** in the number of incidents attended. These included:

- **65** 'Flooding' incidents – a decrease of 37.5% from 104.
- **56** 'Effecting entry/exit' incidents – a decrease of 35.6% from 87.

Actions taken to date:

Operation Ugain

During quarter three, the roadside safety presentation was delivered to 622 people who were caught driving over the 20mph speed limit. The year to date figure is now 2,240.

Olivia's Story

Olivia's Story was delivered throughout quarter three to apprentices at Airbus, and to students at Coleg Cambria, Llandrillo, Glyn Llifon, and Dolgellau.

Olivia's Story continues to be delivered by the Fire Safety WMs and remains current and extremely impactful. Sessions are often supported by North Wales Police.

9 Safe and Well Checks

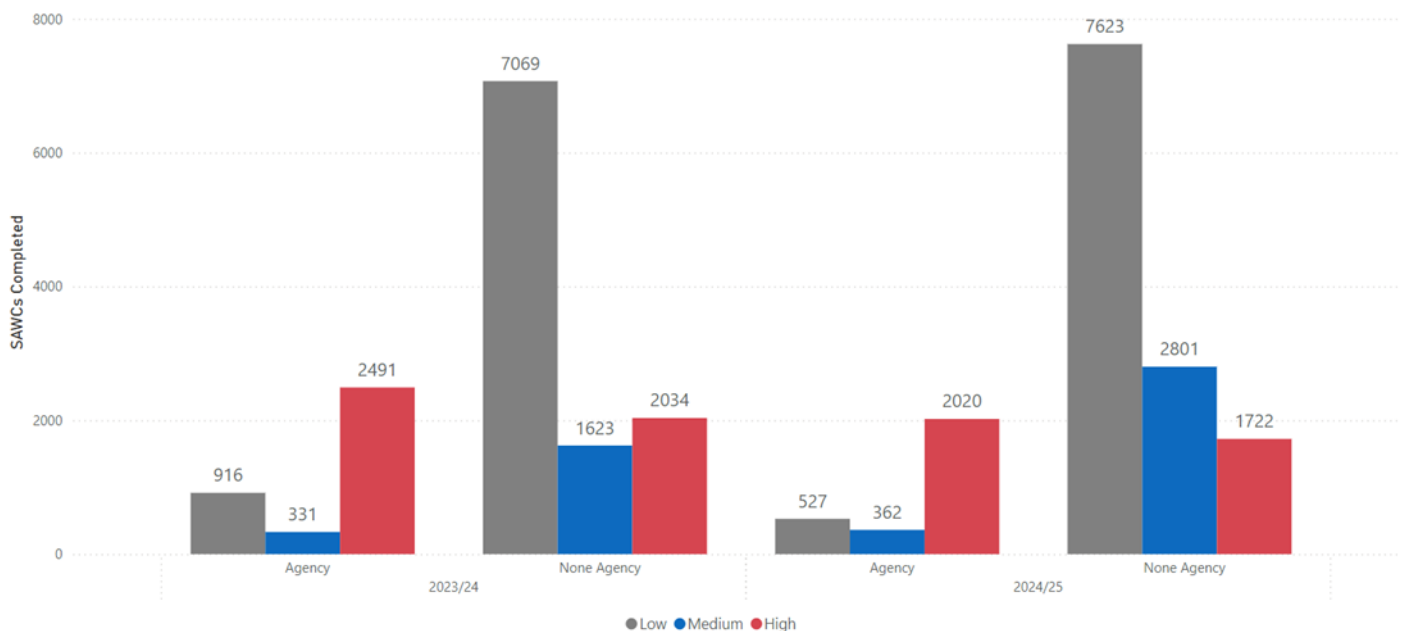
A total of **15,055** SAWCs were completed, of which:

- **3,742** (24.9%) were High priority, with **2,020** (54.0% of high priority checks completed) coming from a partner agency.
- **3,163** (21.0%) were Medium priority, with **362** (11.4% of medium priority checks completed) coming from a partner agency.
- **8,150** (54.1%) were Low priority, with **527** (6.5% of low priority checks completed) coming from a partner agency.

A total of **2,909** SAWCs completed were referred to the Service from an Agency – this equates to 19.3% of SAWCs completed.

Whilst there has been a **4.1%** increase in the number of SAWCs completed compared with the same period last year, there has been a **17.3%** decrease in the number of high priority SAWCs completed. This is the lowest number of high priority checks conducted during the last five financial years.

Despite this however, it goes without saying that low and medium priority SAWCs completed are still valuable, and the total of both low and medium priority checks has grown compared with the same period last year (an increase of 2.1% and 61.9% respectively). This is the highest number of low and medium checks recorded in the last five years.



Actions taken to date:

To support and further develop the delivery of SAWCs by our operational crews, a new process commenced during quarter three. Members of the prevention team will now attend at least one session each year during the Watches' daily prevention allocated activity. This will assist in the sharing of information and help promote best practice.

Prevention staff continued with their re-engagement sessions with external partners - this is to help ensure we receive only the most targeted referrals for SAWCs. Examples of those engaged with during quarter three include, Baywater, Occupational Therapists, housing associations, Wrexham County Borough Council, Age Connect, and Care & Repair.

A comprehensive and extensive amount of prevention activity took place over the Christmas period engaging with target groups, including at coffee mornings and shopping outlets. Food banks were also supported, as well as joint activity with charities helping deliver gifts to vulnerable people.

Development of our prevention staff continues in line with the Department Objectives with at least 2 x 30 mins sessions each month using both external and internal providers.

Further Actions:

All Partnership Managers will continue to engage with operational watches.

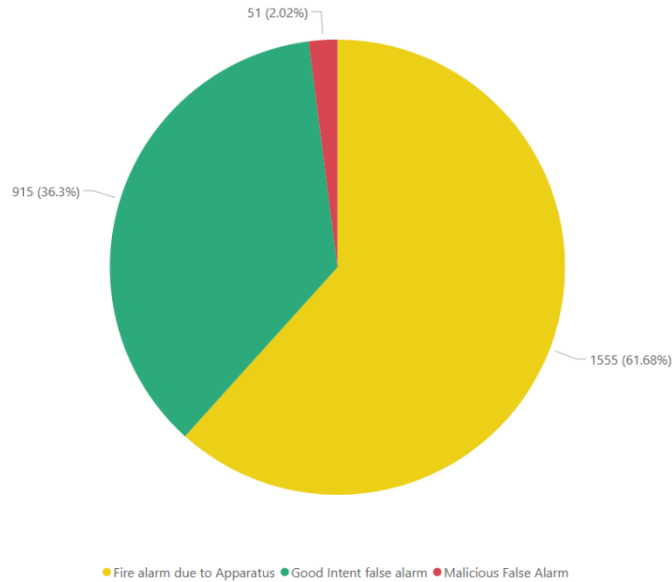
Our Protection Principle



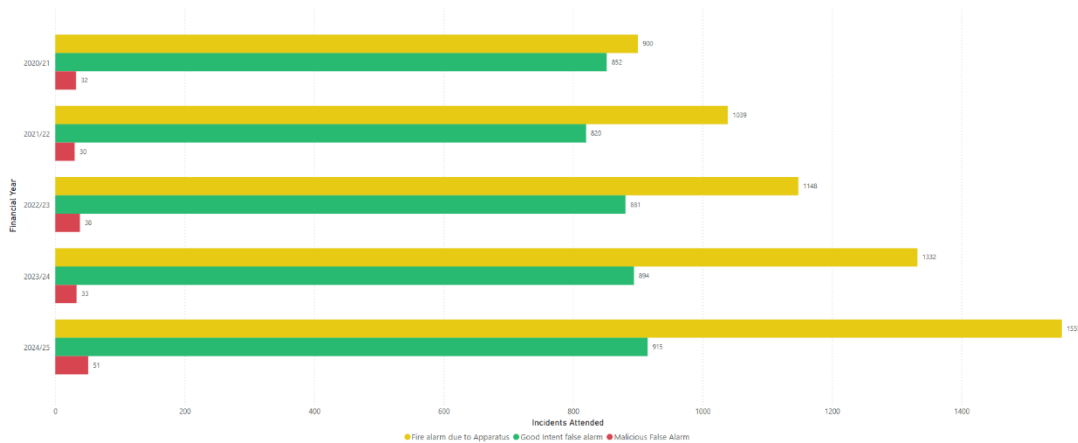
10 False Alarms

A total of **2,521** false alarms have been attended, which is an increase of 11.6%.

A rise has been recorded across all false alarm categories, with a 16.7% increase in Fire alarm due to apparatus (1,332 to **1,555**), a 54.5% rise in Malicious False Alarms (33 to **51**), and a 2.3% increase in Good Intent False Alarms (894 to **915**). All false alarm categories are now at their highest levels compared with the last five years.



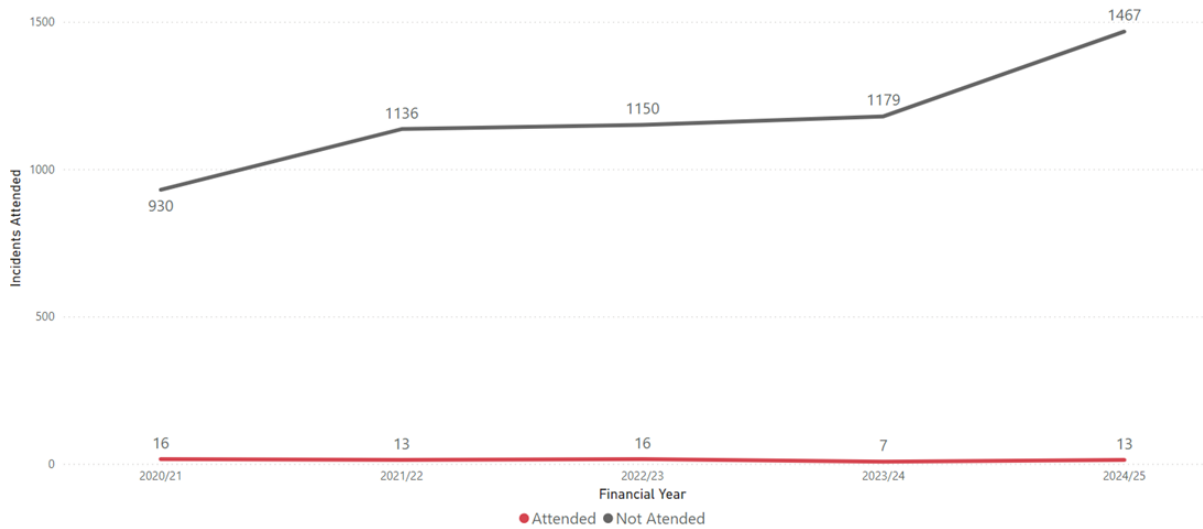
Guidance continues to be provided Control's Watches by the Control Management Team on the practices that need to be adhered to when recording the category of false alarm.



11 Commercial Automatic Fire Alarm (AFA) calls

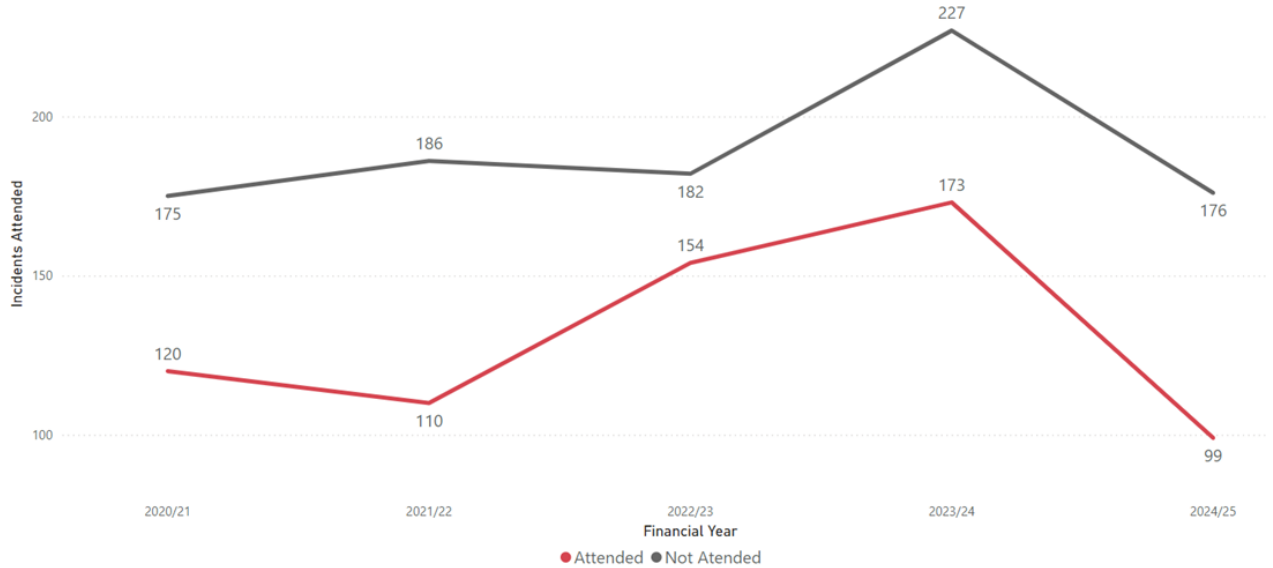
1,480 Commercial AFA calls were received during the reporting period, which is the highest number of calls received during the last five years. Despite this however, less than 1.0% were attended.

Despite 13 Commercial AFAs being attended, it has been confirmed by the Control Management Team (CMT) that all bar one of the attendances were to exempt premises i.e., Control Of Major Accident Hazards (COMAH) sites or those with a sleep risk etc. The one exception to this was to a premise which was originally deemed to be domestic, however it was identified as being commercial whilst en route – one appliance was therefore allowed to continue and attend. Commercial AFAs attended are checked monthly by the CMT, and it has been confirmed that if the Service attends a Commercial AFA, it will either be due to it being exempt or due to the information changing after mobilisation.



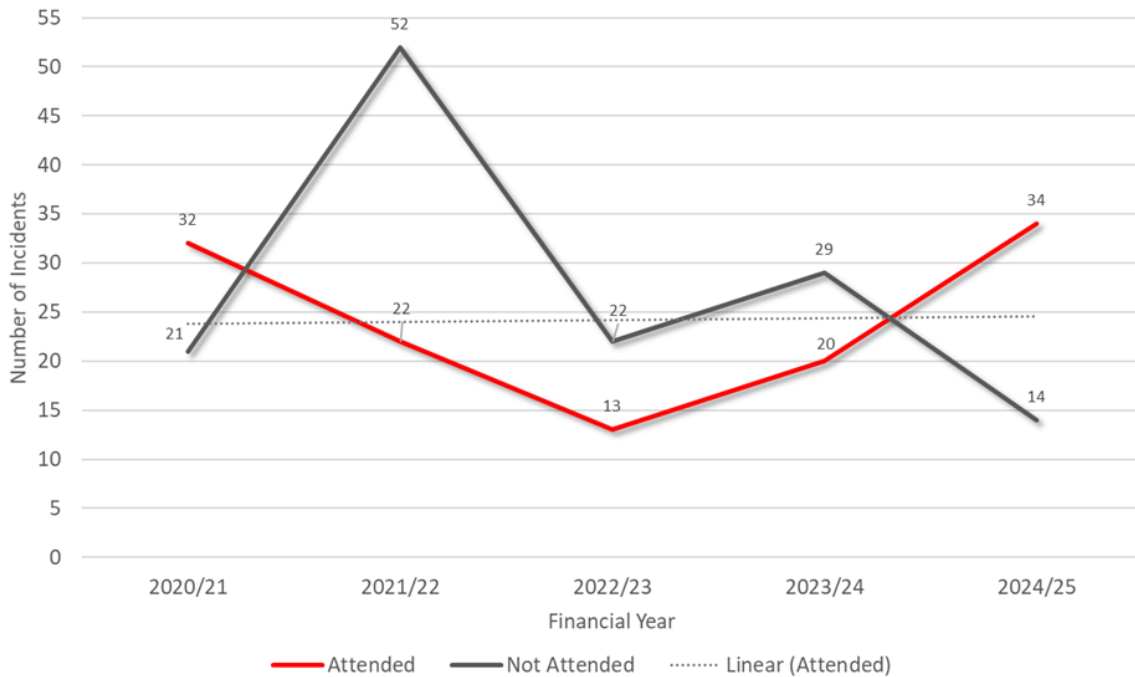
12 Hospital AFA calls

275 Hospital AFA calls were received, which is a reduction of 31.3% and the lowest number of hospital AFA calls received in the last five years. **99** were attended, a reduction of 42.8% from 173.



13 HMP Berwyn

48 primary fires were started deliberately at HMP Berwyn, and of these **34** were attended. This is 70.0% more than last year.



Actions taken to date:

NHS

In January a meeting was held with the NHS Senior Estates Officer for Legislation & Fire, regarding all incidents including unwanted fire signals. A discussion was held on how to reduce human interactions as there are some easy to reduce interactions on the calls we have received.

A discussion was also held on Health Technical Memoranda legislation and compliance with system issues which may result in NWFRS attendance.

Whilst calls are on a downward trend, they can be further reduced with a collaborative approach and through working together. A collective agreement on a way forward to introduce joint working and partnerships on Continuous Professional Development training and possibly formal training if circumstances allow.

HMP Berwyn

In February a meeting was held with the Crown Estates Inspector to discuss an upturn of incidents in HMP Berwyn, and also to discuss the inspection programme and involvement of NWFRS with that programme.

Incidents increasing can be attributed to a number of factors, but is predominantly due to the human element and then the secondary factors within the prison environment of opportunity/victimisation/wanting to move prisons/of vapes and other electrical items within the cell that can be utilised to become the ignition point for a fire.

We have also agreed that as part of the audit process we will expose more Compliance & Operational officers to the premises so we do not have a single point of failure between us and the Crown Estates as has historically been the case.

During the audit process we will also ask for the Station Commander of Wrexham to meet the fire management team to discuss any issues and quality assure current practices to ensure correct standard operating procedures.

Our Response Principle



14 RDS Station Availability

The below table shows the average pump availability for all RDS Stations between 06:00 and 18:00. The availability is broken down by month, showing the respective weekday and weekend/bank holiday availability.

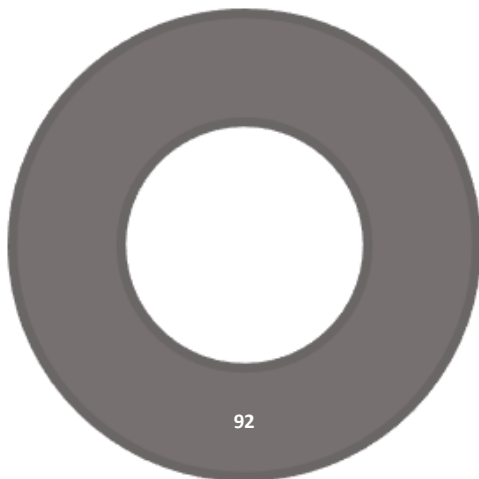
The table is representative of all RDS watches that are not based at wholetime or day crewed stations.

Average of RDS Stations Availability 06:00-18:00				
Day/Month	October	November	December	Q3
Weekday	4	5	6	5
Weekend (incl. Bank Holiday)	11	12	14	12
Overall Average	6	7	9	7

N.B. Availabilities have been rounded down to the nearest whole number.

15 Planned 18 Pump Availability

■ 100% Pump Availability Met ■ 100% Pump Availability Not Met



Number of Days Planned Availability Achieved	
100% Pump Availability Met	
Weekday	64
Weekend/Bank Holiday	28
100% Pump Availability Not Met	
N/A	0

16 Emerging Technologies

As technology evolves and our societal reliance upon it increases, it has become apparent that new and complex risks are presented to our Fire Service. Emerging technologies can make up a variety of forms, including things like:

- Electric Vehicles
- Wind Farms
- Devices containing Lithium-Ion Batteries

As many of these technologies are not currently captured within the Home Office's Incident Recording System (IRS), key word searches are conducted on incident logs in order to find the relevant incidents. Work is currently being undertaken by the Home Office and FRSs across the UK to integrate these technologies into their new incident recording system, the Fire and Rescue Data Platform (FaRDaP), with a view of this data being captured from the start of Q2 in 2025/26. Incidents recorded before this period will still need to be extracted using key word searches.

The below table summarises attended incidents relating to emerging technologies. This data covers the period of October 2024 to December 2024 and includes all incident categories.

E-Cigarette / Vape, 4	Phone Charger, 2	Electric Car, 2	Hybrid Vehicle / Lithium Ion Battery, 1
	E-Bike / Lithium Ion Batteries, 2	Hybrid Vehicle, 2	E-Scooter, 1

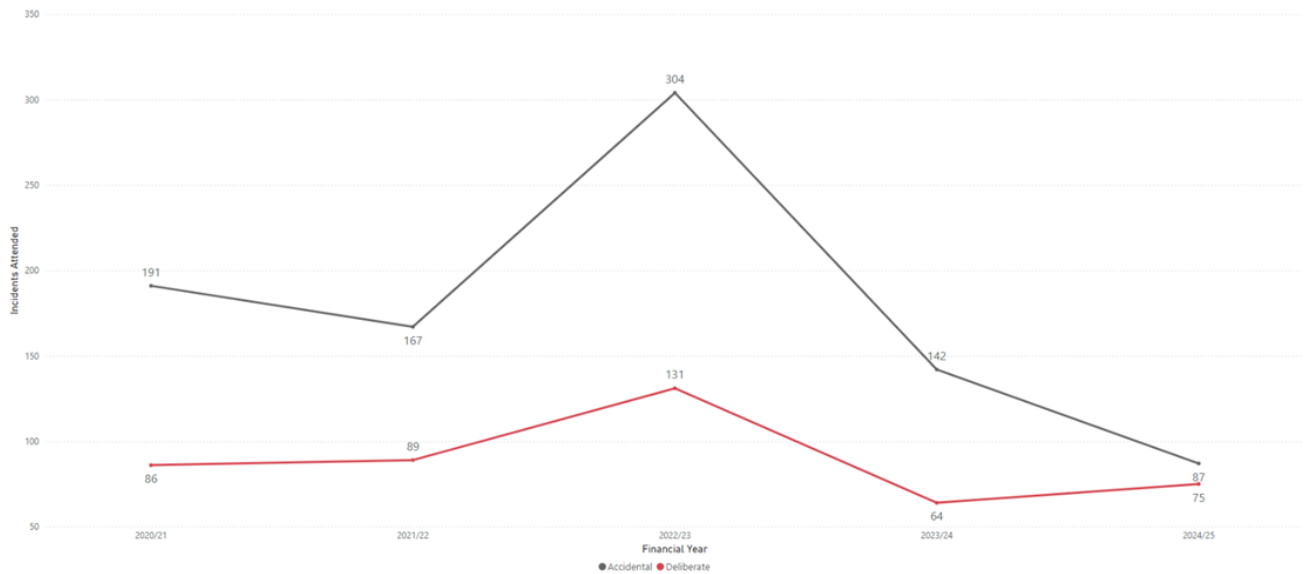
N.B. In some cases, the cause has been assumed rather than confirmed due to the nature of the incident.

Our Environment Principle



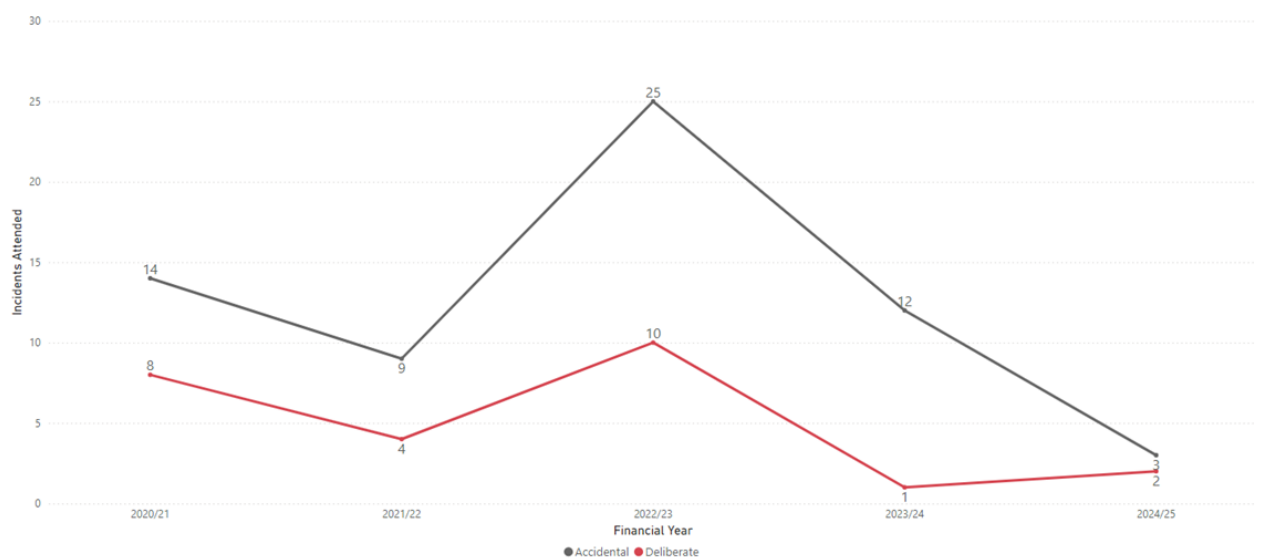
17 Grassland, woodland and crop fires

162 Grassland, woodland and crop fires were recorded, a 21.4% decrease from 206. This is 45.8% below the three-year average of 299.



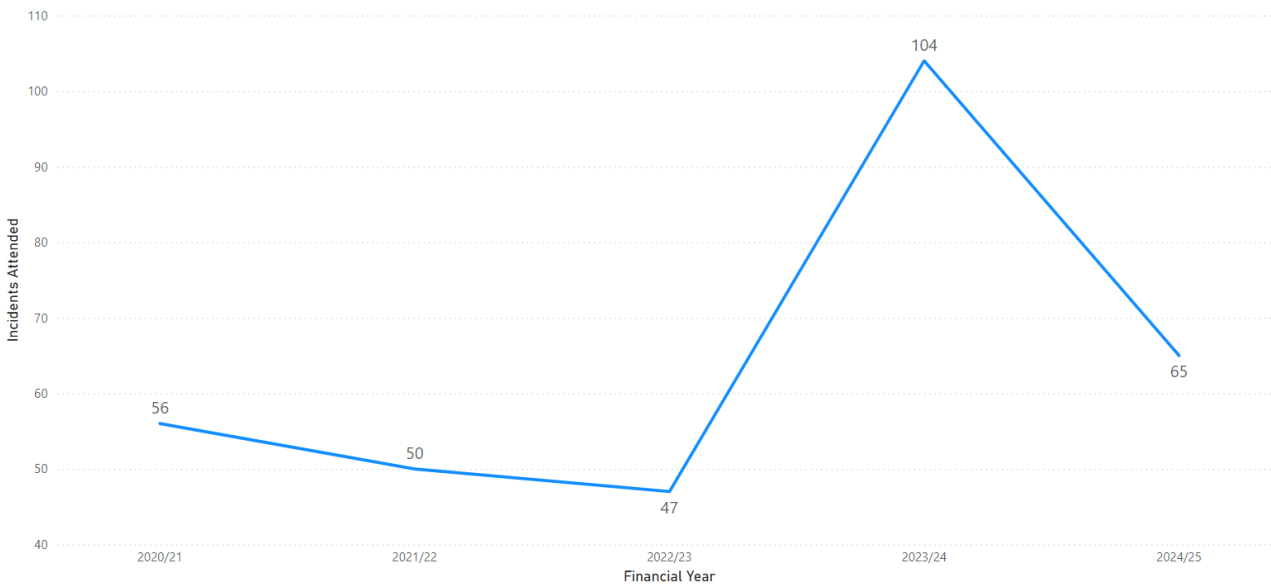
18 Wildfires

Five wildfires were attended, a reduction of 61.5%, and 75.0% below the three-year average of 20. As a result, the time spent monitoring wildfire incidents decreased to just over 232.5 hours, compared with almost 477 hours during the same period of the previous year.



19 Flooding

There were **65** flooding incidents attended, a 37.5% decrease from 104, and two less incidents than the 3-year average of 67.




Advice was given at **30** incidents, whilst **12** incidents were attended to make the scene safe.

Glossary

Fires	All fires fall into one of three categories – primary, secondary or chimney.
Primary Fires	<p>These are fires that are not chimney fires, and which are in any type of building (except if derelict), vehicles, caravans and trailers, outdoor storage, plant and machinery, agricultural and forestry property, and other outdoor structures such as bridges, post boxes, tunnels, etc.</p> <p>Fires in any location are categorised as primary fires if they involved casualties, rescues or escapes, as are fires in any location that were attended by five or more fire appliances.</p>
Secondary Fires	<p>Secondary fires are fires that are neither chimney fires nor primary fires.</p> <p>Secondary fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p> <p>Secondary fires are those that would normally occur in locations such as open land, in single trees, fences, telegraph poles, refuse and refuse containers (but not paper banks, which would be considered - in the same way as agricultural and forestry property - to be primary fires), outdoor furniture, traffic lights, etc.</p>
Chimney Fires	<p>These are fires in occupied buildings where the fire is confined within the chimney structure, even if heat or smoke damage extends beyond the chimney itself.</p> <p>Chimney fires do not involve casualties, rescues or escapes, and will have been attended by four or fewer fire appliances.</p>
Special Service Incidents	<p>These are non-fire incidents which require the attendance of an appliance or officer and include:</p> <ul style="list-style-type: none"> a) Local emergencies e.g., flooding, road traffic incidents, rescue of persons, 'making safe' etc; b) Major disasters; c) Domestic incidents e.g., water leaks, persons locked in or out etc; d) Prior arrangements to attend incidents, which may include some provision of advice and inspections.
False Alarm (general guidance)	<p>Where the FRS attends a location believing there to be an incident, but on arrival discovers that no such incident exists, or existed.</p> <p>Note: if the appliance is 'turned around' by Control before arriving at the incident it is not classed as having been attended and does not need to be reported.</p>
False Alarms - Malicious	These are calls made with the intention of getting the FRS to attend a non-existent incident, including deliberate and suspected malicious intentions.

False Alarms – Good Intent	These are calls made in good faith in the belief that the FRS really would attend a fire or special service incident.
False Alarms - AFA	These are calls initiated by fire alarm and fire-fighting equipment. They include accidental initiation of alarm apparatus or where an alarm operates and a person then routinely calls the FRS as part of a standing arrangement, i.e., with no 'judgement' involved, for example from a security call centre or a nominated person in an organisation.
Building - Dwellings	A property that is a place of residence, i.e., occupied by households, excluding hotels, hostel and residential non-permanent structures.
Building - Non-Residential	Properties such as hospitals, offices, shops, factories, warehouses, restaurants, cinemas, public buildings, religious buildings, agricultural buildings, railway stations, sheds, prisons.
Building - Other Residential	Properties such as hotels, hotels and residential institutions B&Bs, Nursing/care homes, student halls of residence.
Vehicle (Road and Other Transport)	Road vehicle, rail vehicle, aircraft, boat.
Outdoor	Fields, grassland, woodland, refuse containers, post boxes.
Wildfires	A grassland, woodland and crop fire where the incident was attended by 4 or more vehicles, or the Service was in attendance for 6 hours or more, or where there was an estimated fire damage area of over 10,000 square meters.
Short Term Sickness (STS)	Absences 27 calendar days and under.
Long Term Sickness (LTS)	Absences 28 calendar days and over.

Report to	Executive Panel	
Date	17 March 2025	
Lead Officer	Anthony Jones, Assistant Chief Fire Officer	
Contact Officer	Sandra Williams, Head of Corporate Planning, Performance and Transformation	
Subject	Community Risk Management Implementation Plan 2025/26	

PURPOSE OF REPORT

- 1 The purpose of this report is to provide an overview of the feedback received from the public consultation on the Community Risk Management Implementation Plan (CRMIP) 2025-2026 and the associated Equality Impact Assessment (EqIA) and to seek approval of the final version of the aforementioned documents.

EXECUTIVE SUMMARY

- 2 Under the Welsh Government Fire and Rescue National Framework 2016, one of the key objectives for Fire and Rescue Services (FRS) in Wales is to continually and sustainably reduce risk and enhance the safety of citizens and communities.
- 3 The North Wales Fire and Rescue Authority (the Authority) is required by The Local Government (Wales) Measure 2009 (the Measure) to make arrangements for continuous improvement in the exercise of its functions, by setting itself improvement objectives in each financial year against at least one of seven functions. The public must be consulted on these objectives.
- 4 It is a statutory requirement of the Well-being of Future Generations (Wales) Act 2015 for Public Bodies to publish annual well-being objectives and to report annually on their progress towards meeting their well-being objectives.
- 5 Welsh Government Fire and Rescue Circular W-FRSC(2024)06 confirms that the duties under the 2009 Measure and the Wellbeing of Future Generation Act (Wales) 2015 can be discharged through the publication of a single report.

- 6 This is the second CRMIP which has been developed to support the delivery of the Authority's Community Risk Management Plan (CRMP)2024-2029. The CRMP aims to identify risks facing the community and describes how the Authority will manage those risks, and continue to prevent and respond to fires and other emergencies. The objectives have been written to take account of the requirements of both aforementioned pieces of legislation.
- 7 The response levels were 25% higher (223 to 279) than the 2024-25 public consultation, although fewer respondents (7 down from 48) declared they were members of North Wales fire and Rescue Service (the Service) staff.
- 8 Support for the proposed improvement and well-being objectives was consistently high across each of the five principles for keeping communities safe, ranging between 99% and 96%.
- 9 Verbatim comments from consultation respondents were shared with the relevant Heads of Department, or subject matter expert, for review and consideration as to what impact, if any, the feedback has upon their proposed objectives for 2025-26.
- 10 There are no proposed changes to any of the objectives as a consequence of the public consultation.
- 11 Trade unions have been engaged in the development of the well-being objectives as part of the Social Partnership Duty and at the Joint Consultation and Negotiation Committee in February 2025 the Trade Union representatives present agreed that consensus on the objectives had been reached.

RECOMMENDATION

- 12 It is recommended that Members:
 - i) **Note the content of the feedback report; and**
 - ii) **endorse the attached CRMIP 2025-26 and associated EqIA for publication.**

BACKGROUND

- 13 The Authority will report upon its progress against the 2024-25 CRMP objectives in its Annual Performance Assessment in the Autumn of 2025.

INFORMATION

- 14 The public consultation on the Authority's Improvement and Well-being objectives for 2025-26 was open between 21 October and 16 December 2024.
- 15 The draft CRMIP 2025-26, and an easy-read version was published, in Welsh and English, on the Service website. An Equality Impact Assessment of the CRMIP was also published.
- 16 Respondents were invited to complete a questionnaire indicating whether or not they agreed that the proposed objectives would deliver against 'Our Five Principles for keeping communities safe'. Respondents were invited to add comments in support of their opinion.
- 17 The consultation was publicised online, internally on Hwb Tân, on social media and through paid adverts in the written press.
- 18 Bi-lingual leaflets bearing a QR Code, facilitating immediate and easy access to the online survey questionnaire, were printed and distributed during Safe and Well Check visits and made available during engagement events.
- 19 A dedicated bi-lingual e-mail address was set up to facilitate requests for additional information or hard copy questionnaires. A dedicated mobile telephone number was established to respond to any queries that could not be submitted by e-mail.
- 20 Letters in the Chair's name were sent to everyone on the Stakeholder Register inviting them to participate.
- 21 The Equality and Diversity Officer arranged specific face to face engagement events with different equality interest groups.
- 22 The verbatim comments can be viewed in the appendices of the Consultation Report.

IMPLICATIONS

Well-being Objectives	The CRMIP 2025-26 contains a Well-being statement as required by the Act.
Budget	Not applicable
Legal	The CRMIP 2025-26 has been prepared in accordance with the relevant legislation.
Staffing	None
Equalities/Human Rights/ Welsh Language	An Equality Impact Assessment has been prepared and updated following the public consultation.
Risks	The CRMP supports the Authority's risk management arrangements.



North Wales Fire and Rescue Authority

Community Risk Management Implementation Plan

Well-being and Improvement Objectives
2025 – 2026



Our five principles for keeping communities safe – have your say

PEOPLE

PREVENTION

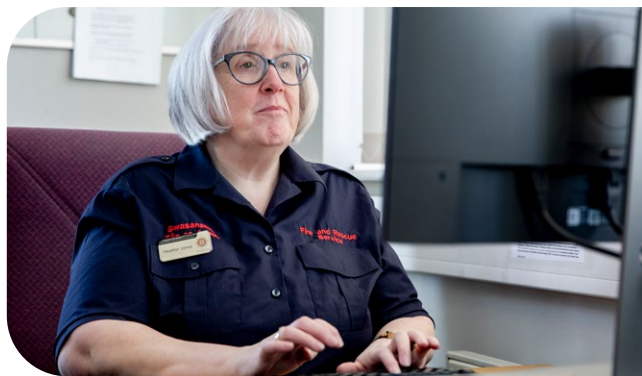
PROTECTION

RESPONSE

ENVIRONMENT

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Introduction

One of the key objectives for fire and rescue services in Wales is to continually and sustainably reduce risk and enhance the safety of citizens and communities.

A Community Risk Management Plan (CRMP) aims to identify risks facing the community and describes how the Fire and Rescue Authority will manage those risks, and continue to prevent and respond to fires and other emergencies.

In July 2024 we published our five-year CRMP following public consultation and our 2024-25 Implementation Plan, which contained improvement and well-being objectives to enable us to deliver against our long-term objectives. Both of these plans can be accessed [here](#).

This Community Risk Management Implementation Plan, for 2025-26, is the second annual plan containing objectives that will continue to deliver against the 2024-29 CRMP objectives.

Our Service

The Fire and Rescue Authority comprises 28 elected councillors from the six unitary authorities of North Wales, with the number of representatives determined by the population of the area. Our mission is Making North Wales a safer place to live, work and visit. You can read more about our structure and governance arrangements, including the role of the Fire and Rescue Authority [here](#).

North Wales Fire and Rescue Service is led by a Chief Fire Officer and Chief Executive and a Service Leadership Team. This comprises senior officers and managers who are responsible for departments looking after our Service's key operational and corporate functions.



People

Prevention

Protection

Response

Environment

Our Staff

Our firefighters respond to fires, road traffic collisions and other emergencies from 44 fire stations across North Wales. In total we have 54 fire engines. Some of our fire stations have two fire engines. Other stations have specialist vehicles like aerial ladder platforms, incident support vehicles or boats, depending on the risk in their area.

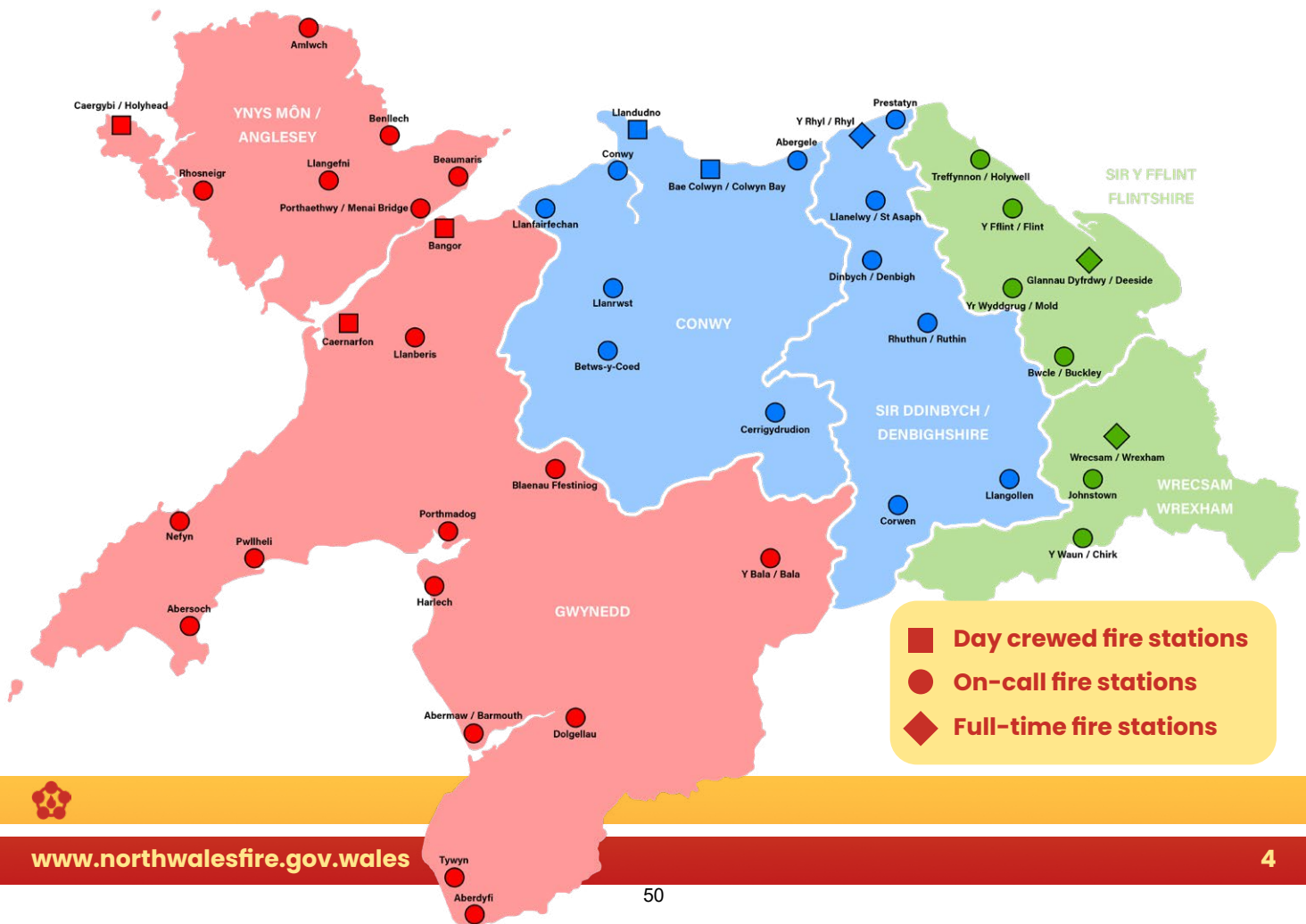
From firefighters to business area specialists, you can read more about the roles of the people that respond to emergencies and the people who keep the Service running [here](#).



Our Service area

Covering an area of 6,172 square kilometres and with a population of 687,000, North Wales encompasses a diverse landscape, including the mountains of Eryri National Park, coastal areas, rural communities and major urban areas.

North Wales comprises six counties, Isle of Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham. The A55 runs through five of the six counties and is part of one of the longest European routes, running between Holyhead and eastern Europe. You can read more about our geography and demography [here](#).



Our Governance and Legislation

Like all public-sector bodies, North Wales Fire and Rescue Authority is required to operate in accordance with numerous pieces of legislation. You can read more about the legislation that governs our Service [here](#).

In line with the requirements of the Local Government (Wales) Measure 2009 North Wales Fire and Rescue Authority must make arrangements for continuous improvement in the exercise of its functions, by setting itself improvement objectives in each financial year against at least one of seven functions.

Furthermore, North Wales Fire and Rescue Authority must consult with the public on its proposed improvement objectives. This plan was subject to public and stakeholder consultation between 21st October and 16th December 2024.

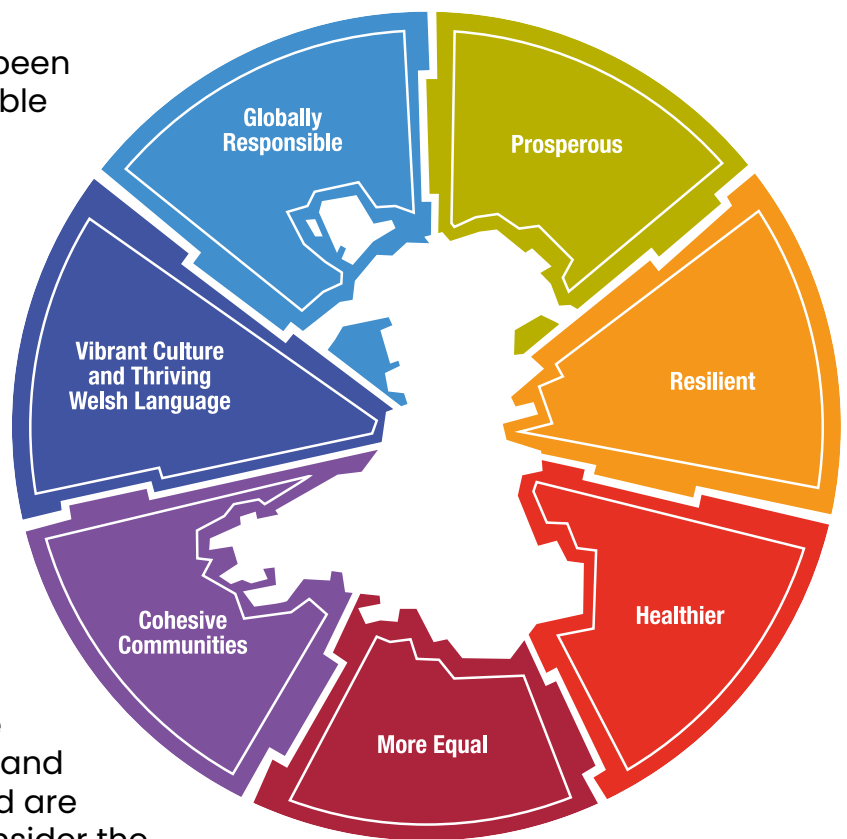
You can read about our assessment of our performance against our previous well-being and improvement objectives in our Annual Performance Assessment 2023-24 [here](#).

Our 2025-26 objectives have also been developed in line with the sustainable development principle of the Wellbeing of Future Generations (Wales) Act 2015.

Well-being of Future Generations (Wales) Act 2015 Statement

We are committed to the Well-being of Future Generations (Wales) Act 2015, and we have embraced our duties and our role as a statutory partner across three Public Services Boards. We understand the purpose and aim of the Act and are committed to ensuring that we consider the long-term impact our decisions may have on the communities we serve.

We will therefore ensure that when making decisions, we consider the potential impact these decisions could have on the people living their lives in North Wales both now and in the future. We will also remember to consider the rich diversity of people who live, work and visit North Wales and continue to work collaboratively with others to help the Authority achieve its objectives, and, where relevant, help others to achieve theirs.



People

Prevention

Protection

Response

Environment

Social Partnership Duty

The Social Partnership and Public Procurement (Wales) Act 2023 came into force on 1st April 2024 and places social partnership on a statutory footing in Wales, complementing existing well-being duties.

This requires the Fire and Rescue Authority, to seek consensus or compromise with their recognised trade unions, when setting their well-being objectives and making decisions of a strategic nature about the reasonable steps they intend to take to deliver those objectives.

Whilst this is the first year that the legislation has been in place, staff have previously been encouraged to participate in the public consultation.

The Joint Consultation and Negotiating Committee (JCNC) is the forum at which the recognised Trade Unions meet the lead Principal Officer on a quarterly basis and it was at the August meeting that the objectives were discussed and representatives consulted at the formative stage of the process.

Further updates were provided following the end of the public consultation and trade union representatives were provided with enough information for them to consider the proposed objectives and sufficient time for them to respond.

The final draft version of the Community Risk Management Implementation Plan was presented to JCNC on 8th January for formal consensus prior to being approved by the Fire and Rescue Authority on 17th March 2025.





A Prosperous Wales

Through our **Prevention and Protection Principles** we will work innovatively to keep people safer in their homes and businesses. By reducing the costs associated with fire death, injury damage and disruption we will enhance our support to the local economies of North Wales.



A Resilient Wales

Our **Environment Principle** and underpinning objectives contribute towards a Resilient Wales by adopting eco-friendly practices in our daily operations to cut down on carbon emissions. Through our **Protection Principle**, we will work to reduce wildfires thereby improving air quality and preserving natural habitats and ecosystems.



A More Equal Wales

Through our **People Principle** we will recruit, develop and retain a highly skilled, motivated and bilingual workforce that represents and champions the diversity of the communities we serve. We will also identify and maximise staff potential through effective people management and development, leading to a high-performance culture, where people value and respect each other, thereby contributing to a More Equal Wales. We will continue to consult staff, trades unions and the public on statutory matters and proposals which may have a significant effect upon the services we provide to the public.



A Healthier Wales

We will contribute to a Healthier Wales through our **Prevention Principle** by delivering Safe and Well Checks to our most vulnerable citizens and making every contact count by sharing any health and wellbeing concerns identified with relevant partners.

By delivering intelligence led, multi-agency campaigns targeting those most vulnerable from Road Traffic Collisions and inland drowning incidents, we will reduce the risk of death and serious injury.

Through our **People Principle** we will support our workforce to be physically fit and mentally resilient and through our **Response Principle** we will improve emergency cover in our more rural, less densely populated areas.



A Wales of Cohesive Communities

Through our **Prevention, Protection, Response and Environment Principles** we will contribute to a Wales of Cohesive Communities ensuring fires in homes, businesses or on open land are either prevented or the impact is minimised as far as possible.



People

Prevention

Protection

Response

Environment



A Wales of Vibrant Culture and Thriving Welsh Language

We will contribute to a Wales of vibrant culture and thriving Welsh language, through our **People Principle** by offering access to our services and the ability to communicate with us in Welsh and supporting our staff to speak their preferred language in the workplace and to offer opportunities to staff who wish to learn Welsh.



A Globally Responsible Wales

We will play our part in a Globally Responsible Wales through our **Environment Principle**. We will reduce our own carbon emissions by switching our fleet of diesel fire engines to run on Hydrotreated Vegetable Oil, purchasing only zero or ultralow emissions cars and vans and phasing out gas and Liquid Petroleum Gas heating from our estate.

Through our **Prevention and Protection Principles** we will ensure North Wales is safe through our preventative activities prioritising the most vulnerable in our communities and being prepared to respond to risks identified in the Community Risk Register.

Through our **Protection** work we will seek to avoid or limit the emission of harmful gases into the atmosphere as a result of industrial or environmental waste fires.

Through our **Protection Principle** we will work with local partners to keep heritage sites and buildings safe from fire.

Our Risks and Demand

The delivery of our one-year objectives are designed to mitigate some of the risks identified as part of the development of our Community Risk Management Plan. You can read about how we assess risk and demand [here](#).

Our Principles

Our Core Values have guided us towards adopting five Principles, through which we will deliver innovative and high-quality services to our communities and the people who visit and work in North Wales. Our Principles were developed following internal consultation and they will assist us to mitigate the risks to our communities and help us to focus on improvement within our Service over the next five years. You can read more about our Principles [here](#).



People

Prevention

Protection

Response

Environment

Our 2025–26 Community Risk Management Implementation Plan objectives

Our People Principle



Being in the right place, at the right time, with the right skills.

Ensuring a highly skilled workforce by recruiting, developing and retaining a motivated and bilingual workforce that represents and champions the diversity of the communities we serve.

What do we intend to do during 2025–26?

- Ensure compliance with the Welsh language standards, including providing opportunities for learning Welsh and promotion of activities in line with our commitment to being a bilingual organisation.
- Support the delivery of an action plan for improvement following the 2023 Fire Family Staff Survey.
- Plan for and deliver the 2025 Fire Family Staff Survey.
- Communicate the findings of the CREST independent cultural review to staff and external stakeholders and working with staff develop and implement how we respond, based upon the recommendations of the report, to further strengthen and improve our workplace culture.
- Continue a positive and supportive process to improve attendance by providing excellent occupational health and welfare support.
- Transform the Service and its resources to inform future demand for people and skills and enable the Service to efficiently develop and build on the existing workforce and platforms to meet that demand.
- Address and maintain the cyber security profile of the Service systems, aligning with evolving cyber threats.
- Deliver technical training, which includes the introduction of a phishing campaign, cyber training, and bespoke IT training.
- Write a Social Partnership Report to comply with the requirements of Welsh Government, which meets approval of the Fire Authority.



People

Prevention

Protection

Response

Environment

- Continue work undertaken by the Contaminants Group in relation to fire contaminants from all fires, and to progress best practices from Regional and National learning.
- Develop a 2026-29 Training and Development Strategy.
- Continue to foster an inclusive workplace culture that empowers all staff members to excel and effectively address the diverse needs of our communities.
- Develop and deliver the requirements of the Procurement Act 2023.
- Identify and implement digital improvements to the efficiency of the payroll function.
- Develop the financial planning process.
- Monitor transformation and change management outcomes.

These actions will satisfy the following 2009 Measure Improvement Objectives;

- Strategic Effectiveness, Fairness, Efficiency and Innovation



People

Prevention

Protection

Response

Environment

Our Prevention Principle



Working with partners to help make communities safer.

Reducing risks to our communities, especially for those people who may be more vulnerable, through our established intervention programmes such as Safe and Well Checks and the Phoenix Project.

What do we intend to do during 2025–26?

- Utilise quality data to support fire safety activities, in particular the new risk-based approach, to identify and conduct a minimum of 17,500 high risk Safe and Well Checks.
- Deliver intelligence led home safety interventions targeting the most vulnerable residents in our communities. We will deliver 12 targeted multi agency campaigns across North Wales.
- Develop localised area plans in line with the 2025–29 Community Risk Management Plan.
- Deliver 12 intelligence led multi-agency campaigns targeting those most vulnerable from Road Traffic Collisions and inland drowning incidents.
- Deliver bespoke, early intervention packages accredited through the Prince's Trust, adopting a trauma informed approach to develop safer, stronger, and more resilient children and young people.
- Provide staff with 12 Continuous Professional Development events throughout the year to build knowledge and understanding to better serve local communities.

These actions will satisfy the following 2009 Measure Improvement Objectives;

- Strategic Effectiveness, Service Quality, Fairness, Efficiency and Innovation



People

Prevention

Protection

Response

Environment

Our Protection Principle



Making businesses safer together.

Providing businesses with expert guidance on fire protection to help ensure the safety of buildings, employees, and customers, thereby supporting businesses to grow. High-risk buildings are prioritised for inspections, contributing to overall public safety.

What do we intend to do during 2025–26?

- Develop all supervisory and flexi-duty system officers to Level 2 in Business Fire Safety.
- Undertake an intelligence-led approach to our Risk Based Inspection Programme, to reduce injury and death from fire in domestic and non-domestic premises.
- Undertake monthly business fire safety reassurance campaigns to promote safety in commercial premises.
- Work with partner agencies and deliver seasonal interventions and engagements to manage our landscape and reduce wildfires.

These actions will satisfy the following 2009 Measure Improvement Objectives;

- Strategic Effectiveness, Service Quality, Fairness, Efficiency and Innovation



Our Response Principle



Providing an effective emergency response.

Being ready to respond when you need us: to protect what matters to you, to save lives, reduce harm, and protect homes and businesses.

What do we intend to do during 2025–26?

- Design, procure, and deliver firefighting appliances with enhancements that will provide a clean cab solution, minimising the risk, as far as reasonably practical, of contaminants exposure to our fire fighters.
- Install Flow Meters on pumping appliances, as a response to learning outcomes from Grenfell and a recommendation from the Chief Fire & Rescue Advisor in Wales.
- To lead and coordinate the upgrade of technology systems across the Service to ensure they are cyber-secure and fit for purpose.
- Support and implement the delivery of decisions and recommendations from the Fire Authority Emergency Cover Working Group.
- Increase the on-call establishment to facilitate an improvement in appliance availability across the region.
- Create a schedule of exercises in line with the Local Resilience Forum risk profile of North Wales.
- Conduct a review of our fleet of special appliances to ensure they remain suitable to meet the current and future risk/demand profile.
- Continue multiagency consultation response and risk management of large battery and energy storage systems.
- Continue to develop the business case for a new Training and Development Centre.
- Review and implement relevant recommendations of the Grenfell Tower inquiry phase 2 report, to improve operational preparedness and response, firefighter training and firefighter safety.
- Continue with the Training Towers replacement programme.

These actions will satisfy the following 2009 Measure Improvement Objectives;

- Strategic Effectiveness, Service Quality, Service Availability, Fairness, Efficiency and Innovation



People

Prevention

Protection

Response

Environment

Our Environment Principle



Protecting and preserving our natural environment for future generations.

Adopting eco-friendly practices in our daily operations to cut down on carbon emissions and other environmental impacts and raise environmental awareness amongst our staff and our communities.

What do we intend to do during 2025–26?

- Review stock items and develop best working practices in order to improve efficiency and management of stock levels.
- Expand the existing Electric Vehicle Charging Points (EVCP) network across the Service.
- Procure light vehicles in order to maintain the age profile at a reasonable level and ensure that our light vehicle fleet is reliable, with the latest safety standards for our staff and as environmentally efficient as possible.
- To transition existing diesel use vehicles to Hydrotreated Vegetable Oil (HVO) use vehicles.
- Upgrade the Building Management System to negate the impact of terminated BT copper lines.
- Monitor and report on energy, water, and waste data including reporting to Welsh Government on carbon reporting.

These actions will satisfy the following 2009 Measure Improvement Objectives;

- Strategic Effectiveness, Sustainability, Efficiency and Innovation



Wales' Well-being Goals – How we contribute

Examples of how North Wales Fire and Rescue Authority contributes to the seven national Well-being goals includes;



A Prosperous Wales

- Implementation of the Emergency Cover Review aims to improve the provision of emergency cover in rural areas, creating new employment opportunities.
- Increase the on-call establishment across North Wales presenting pathways to full-time employment.
- Training all staff to use Microsoft 365 and to be cyber aware.



A Resilient Wales

- We already ensure that no mowing takes place on our estate between May & September each year.
- We will continue to actively educate landowners in responsible land use including use of natural grazing and other measures which mitigate wildfires.
- We are installing swift nesting boxes at appropriate locations around our estate.
- We aim to transition from Diesel fuel to Hydrotreated Vegetable Oil (HVO) for our heavy vehicle fleet.
- We will be working to transition our estate away from hydrocarbon heating systems.
- We aim to install solar photovoltaic panels at the majority of our sites by 2030.



A More Equal Wales

- We will develop a 2026–29 training and development strategy based on a training needs analysis, enabling our staff to develop the skills and knowledge to be fulfilled.
- We will give people the opportunity to participate in decision making through our public consultations, the Social Partnership Duty and biennial Fire Family Surveys.
- Equality of Health Outcomes – fire and road safety – Adverse Childhood Experiences (ACE) & Youth interventions.



People

Prevention

Protection

Response

Environment



A Healthier Wales

- We will continue to embed positive and supportive processes to improve attendance by providing excellent occupational health and welfare support.
- We will continue to support community green spaces by participating in events such as litter picks, in partnership with housing associations and local councils.
- We will create high-quality analysis to support an enhanced risk-based approach to proactive Safe and Well Checks.
- Work in partnership to understand the evolving threat of Battery Energy Storage Systems and deliver publicity campaigns to inform the public.
- We actively promote the cycle to work scheme and other healthy and active lifestyles campaigns. Our people are encouraged to maintain an active and healthy lifestyle through promoted nutritional plans and allocated time to use our fitness suites.



A Wales of Cohesive Communities

- Internal staff networks and resource groups create safe and inclusive platforms for people to access advice, raise concerns, share ideas and to provide feedback.
- Through inclusive design, our people minimise their environmental footprint by agile, remote and flexible working. Car share initiatives are effective and help our people to minimise fuel costs and reduce the environment impact.
- By the very nature of our prevention work, our service add huge value to the North Wales community through safe and well advice which include safety, health and wellbeing. Through active engagement in the community during 2025-26, our service will deliver programmes, projects and campaigns to promote healthier and safer communities. Advice and information is communicated through a range of communication methodologies to widen access for different stakeholders, particularly those who are most at risk.
- We add significant value to the North Wales community through Safe and Well Checks, positively impacting personal safety, health and wellbeing.
- We are active members of various networks and forums that have been established by community anchor organisations. For example, The North Wales Community Cohesion Team established the North Wales Interfaith Forum.





A Wales of Vibrant Culture and Thriving Welsh Language

- We will continue to provide opportunities for learning Welsh and promotion of activities in line with our commitment to being a bilingual organisation, offering work based Welsh courses to staff at levels 2 and 3.
- We ensure front-line staff, such as our Control room operators and our Home Safety Support Workers, who deal directly with vulnerable people, are all fluent Welsh speakers. This allows us to commit to offering a proactive language choice in line with the values found in the Welsh Government's 'More than Words' framework.
- By promoting the services we provide bilingually, all residents or visitors to North Wales that may need to use them can do so in the language of choice.
- We will continue to collaborate with 'Mentrau Iaith' initiatives across North Wales to ensure we are at the forefront of any cultural celebrations or events that will be happening and that we can engage with as a Service.



A Globally Responsible Wales

- We will review stock items in our Stores and develop working practices to minimise waste.
- We will continue to migrate our light vehicle fleet to hybrid and electric vehicles.
- We will continue supplier analysis on development of Sustainability scoring & development of Carbon intensity scoring.
- There is on-going supplier due diligence checks including; tax and legal compliance, modern slavery & adherence with National or Minimum Living Wage legislation to ensure suppliers are acting in an ethical manner.
- Utilisation of suppliers within frameworks with predetermined ethical and sustainable Key Performance Indicators.
- We have published a Modern Slavery statement.
- We undertake DBS checks on all staff as part of our safeguarding measures, ensuring we maintain a safe and secure working environment for both employees and the communities.



How to Provide Feedback

The draft version of this Community Risk Management Implementation Plan underwent a period of public consultation from 21st October to 16th December 2024.

Even though the consultation period has closed we are always looking for ways to improve our service and to present information that is meaningful. In order to help us do this we want to ensure your views are considered when delivering our activities and keeping you informed.

So, if you have any comments about this plan, or how we might improve future plans, we would still very much like to hear from you.

Write to us:

North Wales Fire and Rescue Service (NWFRS)
Fire and Rescue Headquarters
Ffordd Salesbury
St Asaph Business Park
St Asaph
Denbighshire
LL17 0JJ

Call us:

07717 516187

Send us an email:

OurFivePrinciples@northwalesfire.gov.wales

Request a Safe and Well Check

You can request A safe and well check for yourself or on behalf of someone else by contacting the Service on **0800 169 1234**.

Follow us

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 [@nwalesfireservice](https://www.youtube.com/nwalesfireservice)



People

Prevention

Protection

Response

Environment





North Wales Fire and Rescue Authority

Draft Community Risk Management Implementation Plan

Consultation Report 2025 – 2026



Our five principles for keeping communities safe - have your say

PEOPLE

PREVENTION

PROTECTION

RESPONSE

ENVIRONMENT

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Background

The Fire and Rescue Authority is required by The Local Government (Wales) Measure 2009 to make arrangements for continuous improvement in the exercise of its functions, by setting itself improvement objectives in each financial year against at least one of seven functions. The public must be consulted on these objectives.

It is also a statutory requirement of the Well-being of Future Generations (Wales) Act 2015 for Public Bodies to publish annual well-being objectives.

The Social Partnership and Public Procurement (Wales) Act 2023 came into force on 1st April 2024 and requires the Fire and Rescue Authority, to seek consensus or compromise with their recognised trade unions, when setting their well-being objectives and making decisions of a strategic nature about the reasonable steps they intend to take to deliver those objectives.

The duties under the 2009 Measure and the Wellbeing of Future Generation Act 2015 can be discharged through the publication of a single report- Source: Welsh Fire and Rescue Circular W-[FRSC\(2024\)06](#).

Approach

In April 2021 the National Fire Chiefs Council (NFCC) approved the 'Community Risk Management Planning' (CRMP) as a Fire Standard for English Fire and Rescue Services.

Although Fire and Rescue Services are devolved to Welsh Government, all Fire and Rescue Services within Wales have adopted the NFCC guidelines to publish a CRMP.

As part of the '[Fire Standard](#)' a fire and rescue service should 'effectively consult and engage (in line with its governance arrangements) with communities, staff and stakeholders at appropriate stages of the community risk management planning process.

The CRMP document attempts to identify the expected risks and challenges that the Service may experience within the next five years.

The CRMP 2024-2029 is a five-year plan, supported by annual implementation plans, and this is the second annual plan (Community Risk Management Implementation Plan 2025-2026) which will contribute to the five-year CRMP 2024-29.

Introduction

The consultation sought views on the proposed improvement and well-being objectives under five key principles that were developed by North Wales Fire and Rescue Authority during 2023-24:

- Our People Principle
- Our Prevention Principle
- Our Protection Principle
- Our Response Principle
- Our Environment Principle

In accordance with the Equality Act 2010, an Equality Impact Assessment was completed.

Methodology

Between the 21 October and 16 December 2024, the draft Community Risk Management Implementation Plan 2025-26 was published, in Welsh and English, on the Fire and Rescue website along with links directly to the survey questionnaire.

An Equality Impact Assessment (EqIA) was also prepared and published in Welsh and English, and there was a specific question about the EqIA in the survey questionnaire.

The best practice adopted during the Emergency Cover Review consultation, was again followed, including the Gunning Principles.

The consultation was publicised online, internally on Hwb Tân, on social media and through paid adverts in the written press.

Bi-lingual leaflets bearing a QR Code, facilitating immediate and easy access to the online survey questionnaire, were printed and distributed during Safe and Well Check visits and made available during engagement events.

A dedicated bi-lingual e-mail address was set up to facilitate requests for additional information or hard copy questionnaires. A dedicated mobile telephone number was established to respond to any queries that could not be submitted by e-mail.

Letters, in the Chair's name, were sent to everyone on the Stakeholder Register inviting them to participate.

The Equality and Diversity Officer arranged and facilitated engagement with a broad range of community representative groups, thereby demonstrating due regard from a legal perspective.

Additional social media campaigns were carried out towards the end of the consultation period, as a reminder that the last date for people to respond was approaching.

With regard to the Social Partnership Duty, the Joint Consultation and Negotiating Committee (JCNC) is the forum at which the recognised Trade Unions meet the lead Principal Officer on a quarterly basis and it was at the August meeting that the objectives were discussed and representatives consulted at the formative stage of the process.

Further updates were provided to JCNC following the end of the public consultation and trade union representatives were provided with enough information for them to consider the proposed objectives and sufficient time for them to respond.

In total the consultation survey received a total of **279** responses during the eight-week period, of which **277** were completed in English and **2** were completed in Welsh. Although only two Welsh questionnaires were submitted online, around 50 questionnaires were completed by the Equality, Diversity and Inclusion Officer on behalf of people who spoke Welsh as a first language in the focus groups.

Observations

The response levels were 25% higher (223 to 279) than the 2024-25 public consultation, although fewer respondents (7 down from 48) declared they were members of NWFRS staff.

The purpose of objective setting is to improve service delivery and to do so in a way that supports the sustainability principle, outlined in the Well-being of Future Generations Act, so whilst there were generally high levels of support for the proposed objectives, comments generally related to existing workstreams or business as usual activity.

However, all comments have been shared with the relevant Heads of Department or subject matter experts for their consideration as to whether any proposed objective requires amending or any additional objectives are required.

Our Prevention Principle received the most additional comments, 114, especially around, Equality, Diversity and Inclusion, Water Safety and Education Activities with Young People.

There is continued strong support for Safe and Well Checks, but activity in relation to Business Safety, Our Protection Principle, appears less well understood.

There was generally greater support for Our Environmental Principle compared to the 2024-25 consultation, with support up from 91% to 97%.

Concerns relating to firefighter cover in rural areas were expressed, particularly in relation to South Gwynedd, and a lack of appreciation of how many communities are served by firefighters on the Retained Duty System, with Buckley featuring in particular.

In line with the Gunning Principles, the Service Leadership Team has given 'conscientious consideration' to the consultation responses prior to agreeing upon the proposed objectives for 2025-26.

Next Steps

Any typographical errors or other minor formatting issues identified during the consultation period have been rectified. All comments have been shared with, and reviewed by, the relevant Heads of Department or subject matter expert.

However, as the survey feedback demonstrates overwhelming support for the Principles and the Well-being and Improvement objectives, there has been no change to the Principles or the objectives.

The contents of this report will be considered by members at the next Fire Authority meeting 17 March 2025.

Responses at a Glance

Community Risk Management Plan Consultation Summary Report



Total number of responses <h1>279</h1>	Total responses from staff <h1>7 (3%)</h1>	Anglesey 11 (4%)	Flintshire 86 (31%)
		Conwy 17 (6%)	Gwynedd 78 (28%)
		Denbighshire 42 (16%)	Wrexham 45 (16%)

Total number of text comments received in relation to 'Our Principles'

People **99**
 Prevention **114**
 Protection **79**
 Response **99**
 Environment **58**

Summary of responses to 'Our Principles'

	Our People Principle Being in the right place, at the right time, with the right skills.	<h1>96%</h1>	of responses received 'strongly' or 'somewhat agreed' with this principle.
	Our Prevention Principle Working with partners to help make communities safer.	<h1>99%</h1>	of responses received 'strongly' or 'somewhat agreed' with this principle.
	Our Protection Principle Making businesses safer together.	<h1>95%</h1>	of responses received 'strongly' or 'somewhat agreed' with this principle.
	Our Response Principle Providing an effective emergency response.	<h1>96%</h1>	of responses received 'strongly' or 'somewhat agreed' with this principle.
	Our Environment Principle Protecting and preserving our natural environment for future generations.	<h1>97%</h1>	of responses received 'strongly' or 'somewhat agreed' with this principle.

	Reactions <h1>101</h1>	Shares <h1>18</h1>	Website visitors to relevant pages <h1>4796</h1>
Social media reach <h1>40,226</h1>	Comments <h1>2</h1>	Social media posts published <h1>33</h1>	

Email Bulletins	English bulletin: 1573 delivered 26% unique openings	Welsh bulletin: 1340 delivered 26% unique openings
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Questionnaire Responses



Community Risks

In our five year plan we highlight the risks we face. Do you feel there are any other risks we should be considering or planning for?

Question 1:

Breakdown by Response				
<input checked="" type="radio"/>	Yes	102	37%	
<input type="radio"/>	No	177	63%	

A total of 103 additional comments for this question were received. (See Appendix A)

Question 2: Summary

- Responses received highlighted concerns with the availability of fire fighters, especially in certain areas.
- Concerns surrounding tourism and the affects this has on local areas; increase in the number of people and vehicles on local roads.
- Providing education on water safety and how to prevent injury on or around water, specifically with younger people and those from ethnic minority backgrounds.

Narrative Response

Whilst almost two thirds of respondents agreed that the CRMP had identified the most relevant community risks, more than a third identified other risks. However, the majority of the issues raised are either mitigated by site specific plans or major incident preparedness or simply outside the scope of the fire service. Examples of such risk will be of interest to Fire and Rescue Authority Members in their capacity as County Councillors, for example:

- Improving the mobile phone signals in rural areas.
- The introduction of the 20MPH speed limit.
- Road / highway maintenance with particular regard to potholes, and excessive mud on roads.
- Inappropriate use of e-bikes.

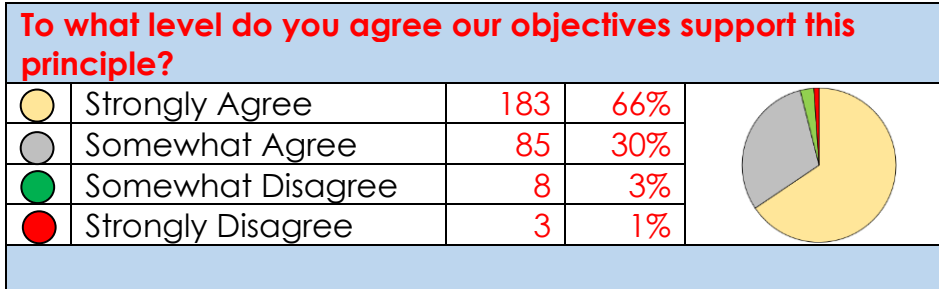


SPOTLIGHT ON 'OUR PEOPLE PRINCIPLE'

Being in the right place, at the right time, with the right skills.

Ensuring a highly skilled workforce by recruiting, developing and retaining a motivated and bilingual workforce that represents and champions the diversity of the communities we serve.

Question 3:



A total of 99 additional comments for this principle were received. (See Appendix B)

Question 4: Summary

- Look to increase the diversity within the current workforce, which will ultimately benefit local communities; increasing the number of underrepresented groups.
- As well as English and Welsh languages, look to improve regular use of other languages, including Polish, British Sign Language.
- Look to make improvements to the recruitment process. Consider removing entry boundaries such as GCSE requirements and having to have a full driving licence.
- Work with partners during recruitment campaigns to increase the pool of applicants who may consider applying.
- To continue and improve on our engagement activities with young people, especially when undertaking periods of firefighter recruitment.
- Look to increase the visibility of staff at fire stations, which will enhance the fire service presence within local communities.
- Concern about thoughts of suicide and experience of poor mental health at work amongst firefighters.

Narrative Response

96% of respondents 'Strongly' or 'Somewhat Agreed' that the proposed objectives would support Our People Principle.

The Equality, Diversity and Inclusion Committee consider all aspects of diversity in reviewing recruitment and retention rates on a quarterly basis.

Ways to encourage members of our communities to apply for part time, day time or whole-time fire fighter roles are kept under constant review.

A Mental Health paper will be presented at next Health Safety and Wellbeing meeting and access to specialised counselling via the national suicide hotline was introduced last year with 24/7 access.

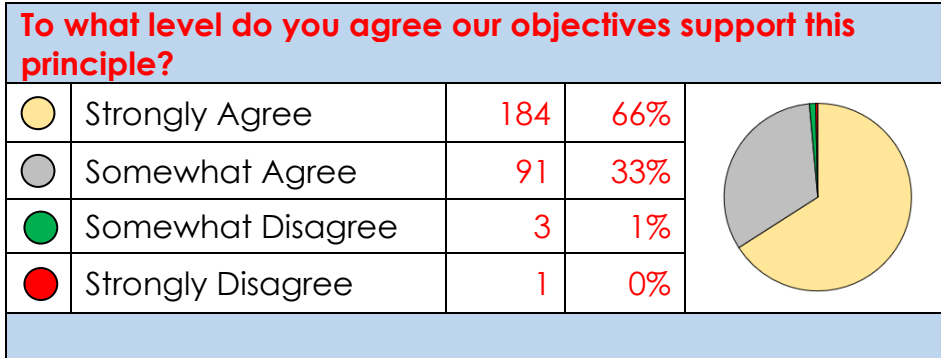


SPOTLIGHT ON 'OUR PREVENTION PRINCIPLE'

Working with partners to help make communities safer.

Reducing risks to our communities, especially for those people who may be more vulnerable, through our established intervention programmes such as Safe and Well Checks and the Phoenix Project.

Question 5:



A total of 114 additional comments for this principle were received. (See Appendix C)

Question 6: Summary

- Continued approval of the Safe and Well Check programme; and the installation of fire alarms.
- Employ people who can speak languages other than Welsh and English, as diversity expands within communities.
- Increase staff awareness of mental health conditions, such as autism and dementia.
- Concerns raised around water safety, especially after the loss of life during the recent storms in Conwy.
- Increase engagement with students and carry out checks on student accommodation.
- Promote safety of electric vehicles, including mobility scooters.

Narrative Response

99% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Prevention Principle.

The use of Exeter data (Health Service data about people over 65) and partner agency referrals enable a more targeted approach to Safe and Well Checks.

There is a programme of proactive engagement with other vulnerable groups and at high risk locations such as [Biker Down](#), [Operation Ugain](#) (roadside engagement with drivers regarding the introduction of 20mph speed limits) and [water safety initiatives](#).

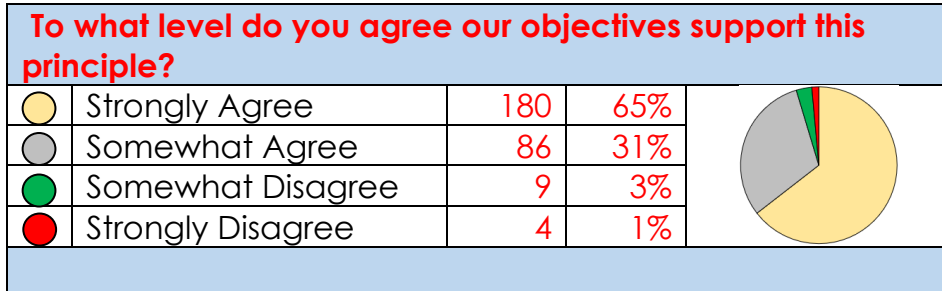


SPOTLIGHT ON 'OUR PROTECTION PRINCIPLE'

Making businesses safer together.

Providing businesses with expert guidance on fire protection to help ensure the safety of buildings, employees, and customers, thereby supporting businesses to grow. High-risk buildings are prioritised for inspections, contributing to overall public safety.

Question 7:



A total of 79 additional comments for this principle were received. (See Appendix D)

Question 8: Summary

- To check on properties with narrow or restricted access, which may hinder the safe escape in the event of an emergency.
- To focus on rented properties and landlords who rent out properties that are below standard.
- Identify unsafe buildings and carry out an inspection regime on them.
- To focus on specific business types, such as care homes.
- Supermarkets being too crowded: not only causes difficulty for people with mobility problems, but could be an escape risk should an emergency incident occur.

Narrative Response

96% of respondents 'Strongly' or 'Somewhat Agreed' that the proposed objectives would support Our Protection Principle.

We will develop business fire safety training to our business fire safety staff and to operational firefighters to support firefighter safety and improve technical awareness.

We will continue to deliver an intelligence led Risk Based Inspection Programme (RBIP) to reduce injury and death from fires in domestic and non-domestic premises.

We will work to develop business engagement through training our officers and share industry advice to reduce incidents of fire. We will work to understand the impact of automatic fire alarms on the use of our resources and their impact in a non-domestic environment.

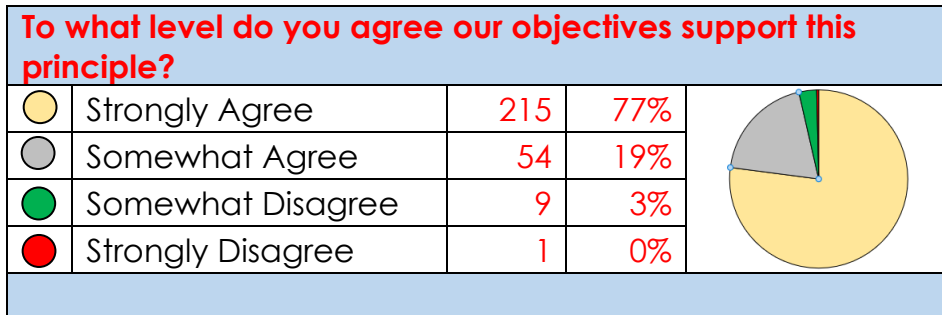


SPOTLIGHT ON 'OUR RESPONSE PRINCIPLE'

Providing an effective emergency response.

Being ready to respond when you need us: to protect what matters to you, to save lives, reduce harm, and protect homes and businesses.

Question 9:



A total of **99** additional comments for this principle were received. (See Appendix E)

Question 10: Summary

- Concern around the availability of firefighters to attend emergency incidents.
- Comments about the recruitment of firefighters.
- Comments about traffic concerns, including the reduced speed limit, potholes and mud on the road.
- The ability to respond quickly to alternative properties, such as canal boats.

Narrative Response

96% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Response Principle.

- We work closely with our Fire and Rescue colleagues 'over the border' to ensure that we provide a reciprocal arrangement whereby the best available station / appliance will attend. However, station location outside of our own Service area, is for the owning Fire Authority to review and determine.
- Improving mobile phone signals in rural communities. The emergency 999 number should be available regardless of the individual phone provider.

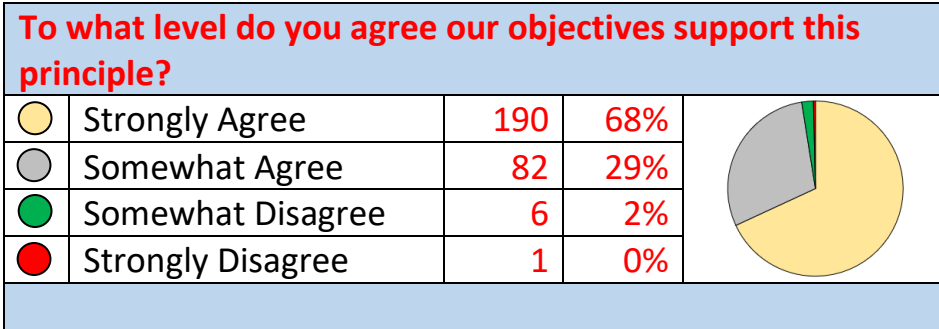


SPOTLIGHT ON 'OUR ENVIRONMENT PRINCIPLE'

Protecting and preserving our natural environment for future generations.

Adopting eco-friendly practices in our daily operations to cut down on carbon emissions and other environmental impacts and raise environmental awareness amongst our staff and our communities.

Question 11:



A total of 58 additional comments for this principle were received. (See Appendix F)

Question 12: Summary:

- Look at introducing electrical vehicles into the Service.
- Look at using HVO fuel and recycling processes.
- Look at alternative fuel sources, such as solar and wind farms.

Narrative Response

97% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Environment Principle.

Many of the suggestions feature as part of the Fire and Rescue Authority's Environmental Strategy and featured as objectives in the CRMP 2024-29.

With regard to suggestions that the Service switch to electric fire appliances, national developments in this area are under active surveillance and it is anticipated such vehicles will form a significant part of our future fleet. However, following a financial and technical appraisal of currently available market options, the decision has been taken not to pursue this option before at least 2030."

Other Areas in Relation to the Service we Provide

Providing a response to the following questions was optional.

Are there any other areas in relation to the services we provide that you would like us to consider?

A total of 87 additional comments for this principle were received. (See Appendix G)

Question 13: Summary

- Carry out more fire safety audits on commercial properties.
- Road Safety.
- Review of fire stations locations and duty systems.
- Increasing mental health awareness throughout the Service.

Narrative Response

The Service operate a Risk Based Inspection Programme in respect of business premises.

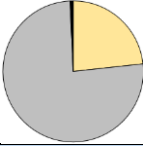
Partnership working in relation to road safety is well-established ([Biker Down](#), [Olivia's Story](#), [Operation Ugain](#)) and there are resources dedicated to delivering road safety initiatives.

The Emergency Cover Review continues its work to explore appropriate and proportionate solutions to the need to respond to fires and other emergencies across North Wales.

A Mental Health paper will be presented at next Health Safety and Wellbeing meeting and access to specialised counselling via the national suicide hotline was introduced last year with 24/7 access.

Equality Issues

Question 14 and 15: Are there any other equality issues that we could be thinking about?

Breakdown by Response				
<input type="radio"/>	Yes	65	23%	
<input type="radio"/>	No	212	76%	
<input type="radio"/>	Did not answer	2	1%	

- A number of respondents referred to our Service needing to improve its communication with ethnic minority groups and people with sensory disabilities (i.e. British Sign Language), both in terms of community engagement and translation/interpretation of fire safety advice and other key information.
- Some respondents referred to growing concerns for people that experience adverse mental health, who felt this group of people are at an increased risk of fire and emergencies based on their protected characteristics, but also other factors such as domestic abuse, poverty and homelessness.
- A number of respondents referred to older people and the ageing population in North Wales, but also a general feeling that people are living longer, but not necessarily healthier. In summary, respondents view older people as the most 'at risk' group of people in the region in terms of fire and other emergencies.

Narrative Response

Regular detailed analysis is undertaken in relation to Accidental Dwelling Fires to ensure that the profile of occupants, property type and causation factors are clearly understood and prevention activities are matched to that profile.

Older people, particularly those who live alone and may have physical or mental health issues are currently the most vulnerable to fire in their own home and the focus of Safe and Well Checks by dedicated Community Safety staff and Watches.

Additional Information

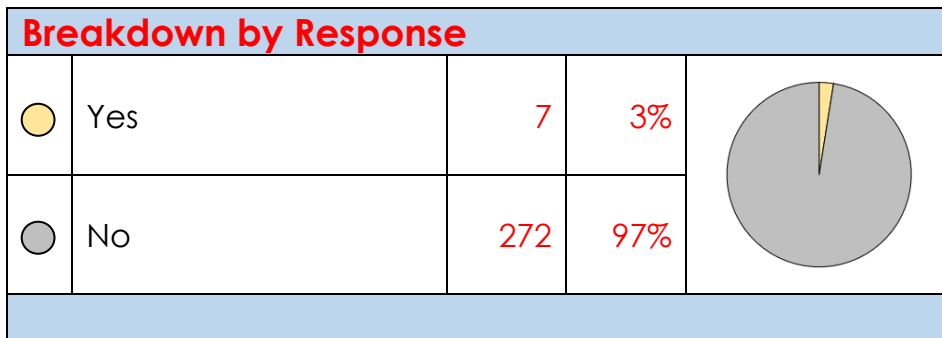
Providing a response to the following questions was optional.

Question 16: If you are responding on behalf of an organisation or group please tell us who you represent and where you are based/which area you cover.

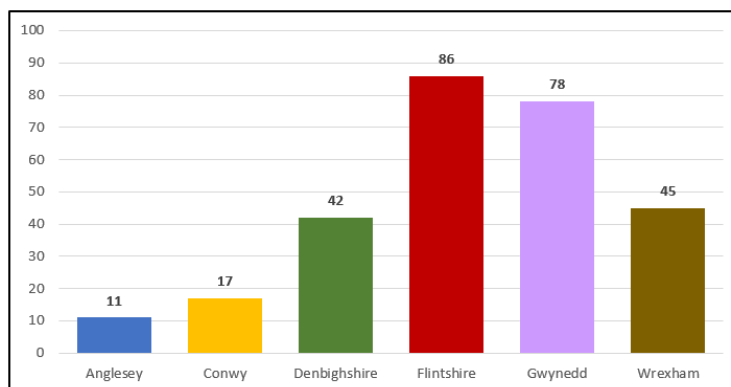
Summary of just some of the local groups that responded.

- Autism Wales
- Bangor University
- Dementia Groups
- Red Cross
- Unique Transgender
- Vale of Clwyd Mind

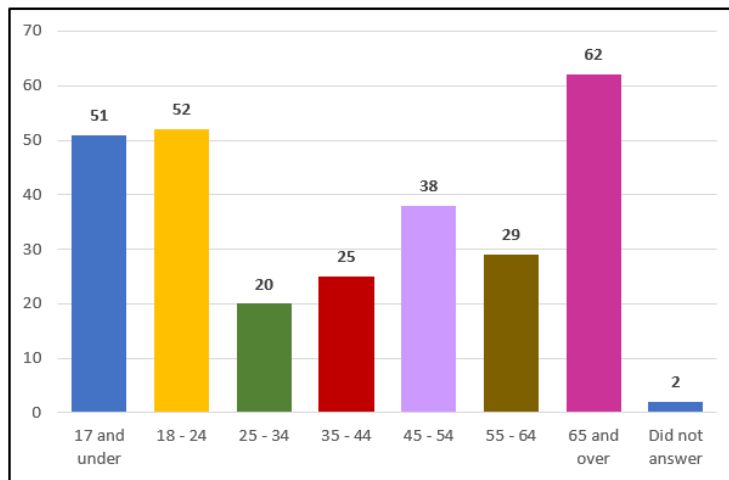
Question 17: Are you an employee of North Wales Fire and Rescue Service?







Question 18: Please choose one of the following to indicate the Local Authority area in North Wales where you live, work or are visiting.



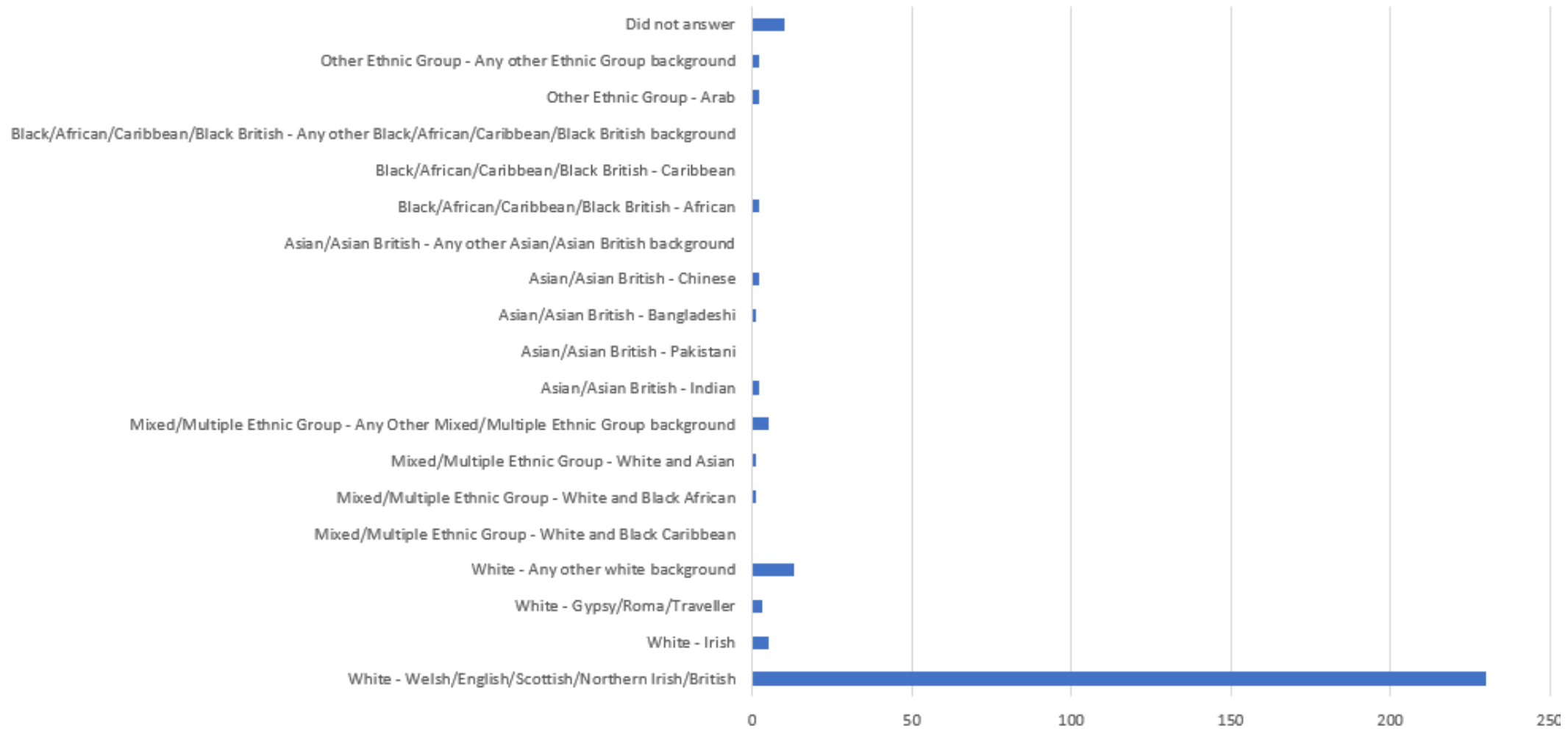
Question 19: Which age group are you?



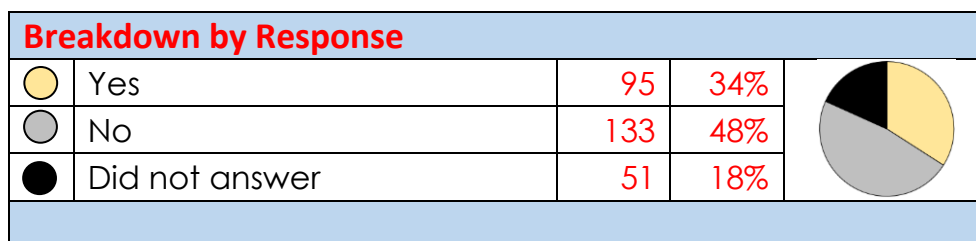
Question 20: Gender – how do you identify?

Breakdown by Response				
	Male	147	53%	
	Female	120	43%	
	Other	4	1%	
	Did not answer	8	3%	

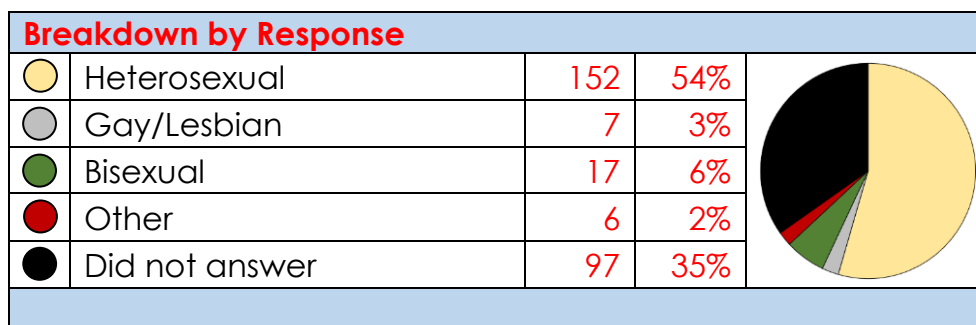
Question 21 and 22: Race/Ethnicity - which of the following best describes you?



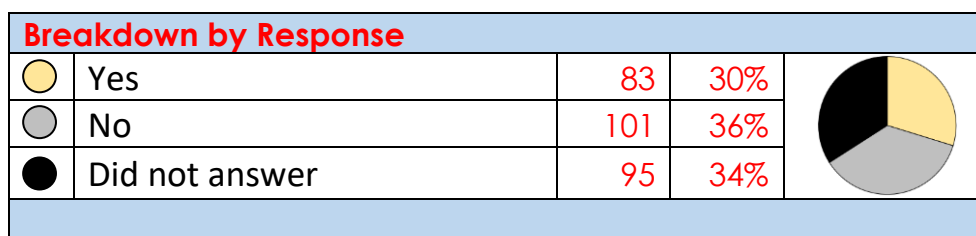
Question 23 and 24: Disability - are you disabled or have a long-term health condition?



Question 25: Sexual Orientation



Question 26 and 27: Religion and/or Belief - do you affiliate with any particular religion, faith or belief system?



Social Media Responses and Comments (See Appendix H)

Posts promoting taking part in the consultation were posted on Facebook and Twitter throughout the consultation period as well as videos from staff explaining how to take part. Paid adverts were also created on Facebook and Instagram targeting public across North Wales encouraging them to take part in the consultation.

Appendix A

Ref	OTHER RISKS – ADDITIONAL COMMENTS
1	More focus should be placed on the identification of self-catering holiday let accommodation because there are properties out there being used as such but are yet to be identified. Once identified they should be subjected to appropriate audit activity with appropriate response if found to be inadequate.
2	Wrexham increasing in size and population.
3	You need to include a section or at least a bullet point about prioritising employee health and well-being. In the Prevention Principle the words "Promote Well-being" are mentioned and that's all. I would like there to be some detail about who this refers to. Employees who are fit and healthy are less likely to book sick, be more productive and operational firefighters will be able to carry out their duties better. We shouldn't be aiming for the minimum levels, mention that we want a service full of healthy employees who are well equipped to carry out their role. Otherwise you will have to wait another 5 years to add it to a Corporate Plan. Set that service for the future, don't ignore it now. Please just add some text to reflect these details in the People Principle. If the Corporate Health Award comes back in the future this CRMP makes no reference to the health of employees or the general public, it would be a shame for the sake of a couple of sentences. Prioritise health and well-being please.
4	<p>1. The Firefighters' Wellbeing & Inclusivity Crisis: Mind Cymru state that 37% of firefighters have considered suicide, and 85% have experienced poor mental health at work. The cultural reviews of London, Avon, GMC, South Wales, West Midlands and East Sussex Fire Services all concur with the bleak national cultural picture painted by Her Majesty's Inspectorate. Despite these concerns, Fire and Rescue Services have not yet formally integrated mental health, wellbeing and inclusivity education or activities into the working day. A proposal currently rests with the NWFRS Health, Safety and Wellbeing Committee to create a WEDI Hour (Wellbeing, Equality, Diversity and Inclusivity Hour) to create an hour per dayshift where EDI education, mental health education, and time to practice wellbeing activities can take place. Building such support systems into the daily routine would help firefighters address both their wellbeing, foster an inclusive workplace where all staff feel authentically supported, and offer NWFRS the chance to set a national example.</p> <p>2. Aging Infrastructure Obstructing Inclusivity Efforts The aging infrastructure within NWFRS presents risks beyond the physical state of equipment and facilities. As efforts continue to diversify our workforce, most NSWFRS stations currently do not provide changing or shower facilities for non-binary staff, who are forced to choose a gendered space, potentially alienating and marginalising them. As time goes on, this could significantly impede recruitment and retention efforts via word-of-mouth reputational damage, undermining the Service's aims of a more diverse and inclusive workplace.</p> <p>3. Increased Strain on Resources Due to Societal Changes: North Wales, like much of the UK, faces an aging population and a growing number of single-person households. As this demographic trend continues, the demands for Safe and Well Checks, emergency response and other welfare services are likely to rise. Failing to anticipate and prepare for this increased demand could strain already limited resources, particularly in rural areas, where responses are slower, and crews are stretched.</p>

	<p>4. Sustainability of the Retained Duty System: The RDS system, encouraged by the Bain Report in 2003, is 20 years later becoming increasingly viewed as outdated. With modern work patterns, fewer individuals live or work close enough, leading to a significantly reduced pool of potential recruits, as well as additional recruitment and retention challenges. By this token, CFO Roger Thomas has stated that the RDS system is 'unsustainable' in its current form. These pressures, if left unaddressed, could compromise emergency cover, particularly in rural or low-population areas where finding recruits is already challenging. Without significant reform, the RDS model risks becoming a barrier to ensuring timely and effective response across the region.</p> <p>5. Cybersecurity Threats: As NWFRS becomes more reliant on technology for its operations, it becomes more at-risk of cyber-attack. Public sector bodies, including the NHS, Police, and local councils, have already faced major disruptions due to cyberattacks. Hackney Borough Council, Redcar and Cleveland Council, the Scottish Environmental Protection Agency and South Staffordshire Water have all experienced significant and expensive service disruption and recovery. A similar incident could disrupt NWFRS' ability to respond to emergencies, posing a serious risk to public safety and business continuity.</p>
5	Ensuring local businesses are giving their staff fire warden training and basic fire safety advice.
6	Children playing in the road and crossing the road without looking. Children being hazards, even when they are with their parents, which indicates parents need educating.
7	You said you [the Service] have an EDI Strategy, but do you include the increasing number of autistic people in society and specific risk to this group of people?
8	Impact of cost of living, emerging risks with technology and climate change.
9	I feel you face a challenge educating and receiving feedback from some community groups. To grasp the risks to some groups, you need to ask them and this is an ongoing challenge for us at the council too. There is an opportunity to promote Dangerpoint who run education sessions for children.
10	Fly tipping is a huge issue. Blocking roads hazard. Arson fire risk. Fly tipping in Ivy Street, Penrhyn Road and road just off station road in Colwyn Bay.
11	E-bikes a problem in Rhyl. Kids on paths (on bikes) in Rhyl.
12	E-scooters are also a problem in Rhyl. You see e-scooters everyway in Kinmel Bay and Rhyl front. Mobility scooters on roads are not safe. Some [mobility scooters] are not licenced to go on the road.
13	E-bikes and E-scooters are seen in Denbigh, but doesn't seem to be an issue in surrounding villages.
14	Any electrical bikes, scooters and cars are a huge concern to us [x5 people in the focus group].
15	Make refugees and asylum seekers aware of fire detection/alarms. Use Red Cross to connect with us.
16	Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim.
17	Students drunk is always a concern, especially for freshers and those who haven't lived away from home before. The university do lots of awareness work and education, but it may be in your interest to promote safety concerning walking out in the road and falling in to water. Share any information with the student union.

18	Currently HMO's licences are issued by the local authorities without the need to see fire risk assessments. There is a gap and some landlords can clearly get away with having substandard fire safety measures until something clearly goes wrong.
19	Water safety risks in Bangor. Tide can turn quickly. Recreation activities present risks, friends had a close encounter with death when they hired canoe last year.
20	Many black people can't swim so drowning is more likely.
21	Drowning risks to young men, especially black people.
22	Fireworks is an obvious one.
23	Random fireworks being set off.
24	It would be useful to have links to some of the information you have listed in your plan [Fire Family Survey 2023].
25	Although no specific risks identified, consider international students.
26	[Included in the prevention section to avoid duplication].
27	Off road motorbikes.
28	[NWFRS] Competing with the army, RAF etc. [Other recruiters].
29	Increasing concerns of knife crime. Could firefighters be part of the solution in providing emergency and lifesaving response, especially in urban areas where incidents are more likely.
30	Provide training and regular briefings for care homes.
31	Helping people who have fallen over. Like today [In reference to the adverse weather, icy & snow].
32	Climate change and adverse weather.
33	Increasing traffic on A55 creates more work [for fire service].
34	Drowning in river Dee and quarries.
35	More fulltime jobs needed. More attention needed in 'quieter' areas. 24/7 availability needed.
36	Do more talks in schools, especially high schools on basic tips in fire health and safety.
37	Traffic congestion caused by Menai Bridge being closed. Traffic and road works are a regular occurrence causing carnage on roads and delays.
38	Poor phone signal in Barmouth. I'm on Vodaphone now which are better but still areas that ringing for fire brigade would not be possible.
39	I always wonder if fire crews are trained to deal with potential accident on single line training track for situations where two trains collide.
40	Really poor access in and out of buildings, business, shops. People would get hurt trying to escape the shop. The Hillman and other shops on Harbour Lane are dangerous. Steps and narrow spaces insides.
41	Recruiting and retaining older people and people changing career in later life. This group of people often reside in so called retirement locations Barmouth, Harlech, Llandudno and they could address your recruitment needs in specific areas Llandudno.
42	Standard fire engine not enough for high buildings in area.
43	Extreme weather conditions.
44	Mental health of the nation and people feeling isolated and lonely.
45	local businesses that operate unsafe practices. Unsafe ratios of staff in confined spaces. No first aiders in teams. teams with no fire warden training.

46	Car parking causing access issues. Specific areas of concerns are Rhyl town city in summer, Howard Drive and all streets nearby. Never get fire engine down the streets some days.
47	Tourists and increase risk to coastal areas during the summer months. People in sea that can't swim, extra cars, people walking on paths without consideration for other people who are elderly or disabled. People drunk, holiday makers on caravans' parks, campers setting fires outside designated areas. Fisherman taking risks out on wet sand [estuary] when the sea is coming in fast. Drowning only a few weeks ago in Conwy, water catches people out.
48	Issues in supermarkets, no staff, no help and I worry if something went wrong [heart attack, fire etc].
49	I have huge concerns about barriers, limited space and one-way systems in supermarkets. You can't find staff in supermarkets to help, so it would be concerning if there was an emergency. I will list further concerns in the protection section.
50	Supermarkets for many reasons. Busy car parks, not enough disabled parking spaces. Poor lay out in supermarkets mean escaping the building is challenging for older people. No staff in supermarkets to assist disabled people and older people. All self-serve and no staff.
51	Cars speeding on Sandy Lane, no 20mph. Children broken the bus shelter, people don't feel safe at night, people catch the bus up the road [to avoid children], but it's on a nasty corner, not safe! Broken glass on road [from broken bus shelter], not been cleared up, could cut tyres and cause accident.
52	Shops are very busy on coast. Llandudno. Busy roads. Everyone seems to be rushing around.
53	Possible terrorist / politically motivated action. I'm sure this is included but I couldn't see it in the documentation.
54	Access for wheelchair users, lack of disabled parking for disability vehicles, accessible taxis and mini bus that bring us to events and activities. Energy crisis, winter fuel payments need increasing, people get cold and won't put heating on!
55	Deaf alarms and suitable for all parties including them may have sensory issues? Deaf alarms for carbon monoxide.
56	The number of fulltime firefighters based in, and covering Gwynedd Coastal areas, national park and central areas including Llanberis, Bala, and Corwen.
57	Excessive mud on roads.
58	The huge potential for slow responses times in Dolgellau and rural areas.
59	I feel you should have more emphasis on recruitment and your ability to conduct prevention activity in Dolgellau and other parts of South Gwynedd.
60	Future recruitment may be impacted because nobody wants to be a firefighter in Dolgellau.
61	Make the firefighter role more attractive. I know people in the service so I know, other [people] don't have a clue what training you get for example.
62	As a carer for a person that requires a wide powerchair, Dolgellau is not very accessible and it is a risky place in terms of getting about. Lots of paths blocked by cars and getting into shops is tricky.
63	Local businesses need to do more to enable people to get in and out of buildings. Coffee events in the library are popular, but often crowded and it's impossible for us to attend [when support a Service user in wide Powerchair] and get past people.

64	I have lots of concerns relating to the poor accessibility in/out of buildings [in Porthmadog]. Book shop in town use the excuse of being a 'grade 2 listed' buildings, but this shouldn't stop them providing a ramp for people who are not steady on their feet.
65	Extreme weather dry and wet.
66	Better engagement (open days would be good). I didn't know you already have open days, never heard about them or been invited!
67	People walking whilst using their phone is a big risk because they walk into other people, walk across the road without looking and some wear headphones and don't take care of their surroundings - huge hazard. Dog walkers on extended leads are not in control. Dogs are a risk near roads and for public safety. Slips, trips and falls in icy weather. Paths not gritted anymore. Food items made with flimsy material, not good for older people and those living with dementia. For example, milk tops are clear (Used to red, blue or green), people with dementia can't tell if the lid is on and spill the milk on floor causing slips hazard. Issue for people living alone if they fall and alone for hours. Many more examples like this.
68	Poor signage in public and in town centres to help navigate my way around. Sometimes I forget [living with Dementia].
69	More people [that live alone] should have welfare call installed because it only costs a few quid each month and it really is a life line if you need help.
70	Risks concerning speeding and fast driving through Bala.
71	Gender equality.
72	Motor bikes and cars. The volume of traffic, but the high speed going through the town, up past the school [towards Porthmadog] and out past the lake.
73	Review the 5 minutes response time could open recruitment to people like me who live the other side of the lake.
74	The ongoing challenges for the fire service to work develop strategic partnerships with local employers that are able to release their staff to response as on-call firefighters is no-longer viable.
75	ASB amongst children and young adults. Arson threats and attacks. E-bikes and e-scooters are a huge problem.
76	There is not a lot of service provision in Tywyn (Police, fire or paramedics) and response times can be slow.
77	This looks like a good plan.
78	Risks at large scale events in the region to reduce potential harm.
79	I believe that the plan is very good.
80	Mobile phone signal not very good [in Barmouth]. Currently using Vodaphone, but family members tell me other providers are not good either.
81	You are likely to miss out on recruiting talented people if you apply entry requirements that exclude children that don't achieve specific GCSE's results. Some children have a challenging childhood and they should not be judged on these experiences they have to experience.

82	As CEO of a charity that provides support for girls and women, there are several risks that you could consider. Girls and women are disproportionately impacted by domestic abuse/violence, homelessness, life changing distribution caused by short term prison sentences, unemployment in male dominated organisations (especially when they don't have a fixed address, criminal records, childcare responsibilities etc.).
83	Your plan has no consideration for paid carers and people that are unpaid fulltime carers for family members that are often very poorly, living with health condition and disability. This is a disadvantaged group of people that should be considered, especially in your prevention work.
84	I know there is reference to the Welsh language in the CRMP, but over the years welsh language has been very much a token gesture and it should be a priority. I see you have produced the CRMP in welsh which is fantastic, but this same commitment needs to go across everything you do.
85	More focus on ethnic minority groups and refugees who arrive in North Wales. The needs and risks often differ in terms of lived experiences which is often traumatic and complex. There cultural practices are different so behaviours differ and their interaction with government officials [Civil & public services] are sometimes negative, so it will take time to get to know some of them, especially if you want them to work for you and communicate the work that you do.
86	Road safety, flooding, potholes and mud on roads.
87	Lack of fire cover parts of Wrexham, particularly the old little Flintshire patch from Ruabon out as far as Bronington.
88	Continuation of the emergency cover review. More cover in certain areas. Review needed so community members know what's happening.
89	Animal rescue.
90	Tourists and holiday makers. Extra people, cars, traffic and everything that comes with drunk people.
91	Quad bikes on roads, some not road worthy and some don't wear helmets which is not safe.
92	Public safety in relation to illegal parking on paths. Cars/vans blocking crossings and dropped kerbs are a huge concern in Rhyl and Prestatyn.
93	People using mobile phones whilst driving continues to be an issue.
94	More and more people living with poor mental health. This may present additional risks when it comes to your work.
95	I need to mention how mobile phone signal has not improved for 20 years!
96	Growing ethnic population and their ability to understand welsh and English. Its great people want to move here [North Wales], but do they know how to access information that helps keep them safe.
97	Not many people I know have a mobile phone. With hardly any phone boxes around anymore, how can people call for help. Do your staff know about the latest tech and apps. Are you staff using the 'In Case of an Emergency' (ICE) App for example, it provides access to essential medical information that people have consented for emergency service to access via their personal mobile phone.
98	Hoax calls waste your time and resource. Flooding risk to the coastal area.
99	People living longer. All risks associated with old age, falls, at some point, most of us will live alone, be isolated.

100	The alarming increase in cases of mental health we see in our service [Vale of Clwyd MIND). Majority of people we see don't have mobile phones, so it was right that people brought this up in the focus group earlier this morning. Reduced funding that we received could see a further reduction in our service delivery and less session for people [with mental health] to go and seek support. Without us [our sessions], many people who see their mental health decline rapidly and some people [We support] stay at home and our sessions enable them to socialise, talk and seek advice.
101	Associated risks with animals escaping from Welsh Mountain Zoo. Big multiple car pile-up in Conwy tunnel. Boats colliding on Liverpool Bay.
102	Providing emergency response to Ynys Môn if the Menai Bridge and Britannia Bridge out of action.
103	Increased number of people with adverse mental health that we see [Bright Futures]. As a trustee that help set up the charity here in Wrexham, I have seen a huge increase in the past decade and more and more people being turned away from NHS services which is concerning. This increase surely places a risk on how people are coping and they are more at risk in terms of their personal safety in the home, out in the community (i.e. crossing the road) and more likely to fall into deep depression and experience suicidal thoughts.

Appendix B

Ref	OUR PEOPLE PRINCIPLE – ADDITIONAL COMMENTS
1	Add in Employee Health and Wellbeing so that they are well equipped to undertake their roles and responsibilities.
2	If the Health, Safety and Wellbeing Committee were to approve and formalise WEDI Hour (Wellbeing, Equality, Diversity, and Inclusivity), this would provide dedicated time during the working day for staff to focus on mental health and structured inclusivity training. This would be a national first, and foster a healthier and more supportive workplace culture, helping firefighters better manage the demands of their jobs, reducing stress, and promoting inclusivity by raising awareness about diversity issues. The introduction of more inclusive changing facilities, such as non-binary or gender-neutral spaces, would ensure all staff feel respected and accommodated. This would eliminate discomfort or marginalisation for non-binary individuals, supporting the Service's goals to diversify its workforce and create a more inclusive environment where everyone feels safe and valued. Together, these changes would improve retention, boost morale, and enhance operational effectiveness.
3	I agree more diversity within the workforce will add value and enable our service to deliver inclusive services. One good example is staff completing deaf awareness and basic BSL training. Communicating with our community members is a basic requirement, so bringing in people that have the desire to develop skills that help promote inclusive should remain a priority for 2025-2026 and beyond until the existing CRMP concludes in 2029.
4	Train your staff on matters concerning cyber security is improvement.
5	Do you employ Autistic people? How many? If not, why not?
6	Employing people from across the UK helps to bring in diversity and strengthen local communities.
7	I understand how Welsh language is important in some areas and not as important in others. You look like you have lots in place to look after your firefighters.
8	I think more should be done as a result of working from home. People know what to do at work, but they may need more support to work from home.
9	Eye contact. Cultural considerations when interviewing. Don't judge folk too quickly. Be an inclusive employer and give people a chance.
10	Recruiting a diverse workforce should be top of this list. You should consider recruitment of LGBT people and don't reject people with mental health conditions.
11	You [NWFRS] can benefit from recruiting refugees [and those here through the resettlement programme]. Speak multiple languages, life experience, culturally aware, so much to offer.
12	Promote roles amongst student population, especially 3rd years that will be looking to enter the world of work soon.
13	Employing talented people is essential so looking after employees should be a priority too.
14	All seems to make sense.
15	Diversity agenda is king in it.
16	Employing people that are willing to learn new language skills should be an essential skill requirement. This is common for government departments in other parts of the world.
17	Diversity is good.
18	Strongly Agree.

19	It is unclear how your organisation will achieve your plan. How will you deliver a training plan to so many staff? Your organisation has made some huge goals in your plan and to achieve them in one year, really? What is the CREST review? why not include link so people can see, give examples.
20	I am surprised you don't have a volunteer fire service like most of Europe. Volunteers enhance engagement. Finland model works well, [and particularly well for people from a] bad backgrounds [deprived]. Volunteers programme run after school [and enables] people move into fulltime paid roles. I am autistic, are you [FRS] inclusive? This can help attract and retain staff.
21	Speak Welsh is important.
22	Consider entry requirements to vacancies, especially entry roles and junior roles. Don't create unnecessary barriers.
23	How will you know if you are diverse? Invisible disabilities etc.
24	Never considered being a fireman. The [Fire] station is never open [Specific reference to Buckley].
25	Skilled workforce yes. Not sure Welsh language should be essential in Flintshire.
26	Not specific detail around how recruiting diverse teams will be achieved. Your plan is not SMART. Champion the diversity of the community, not sure what this means.
27	Recruit more older people and disabled people. Give people a chance. Tesco's give people a chance [In reference to initiatives they have run to recruit more older people and disabled people].
28	Remove barriers. Be mindful of entry requirements and whether they are really needed. GCSE's for example.
29	I know people in the fire service and the current duty systems don't work. Extend response times [that on-call staff need to respond]. More fulltime firefighters required. Turn some on-call [fire] stations from on-call to fulltime.
30	Second language [Polish speakers].
31	Recruit people who can swim. Rescue from water.
32	Employ different people.
33	The CRMIP does mention mental health, maternity pay or other family friend policies that make employers attractive and maximises your ability to retain good people. Your plan is not really a plan, it's a list of perfectly worded bullet points.
34	Disagree for the same reasons [the plan fails to mention how it will look after employees, Mental Health strategy, family friendly policies].
35	More 24/7 availability needed.
36	Access to recruit training [Potential barriers to recruitment] e.g. poor transport links to Rhyl.
37	Very few proper jobs on the island. You will always have issues recruiting if you only offer part time jobs which are not enough to live on.
38	It is not possible to work fulltime in Barmouth or other parts South Gwynedd. More career opportunities are required to be part of the fire service to encourage local people.
39	My son is working in a shop, can't afford to drop wages to work in Barmouth fire service.

40	Surprised the area [Barmouth] doesn't have fulltime firefighters. This can't be right. Dolgellau would be ideal [wholesome fire station].
41	As I mentioned in the last section, recruit older people, make conditions right and you can recruit experienced people who want let you down like some of the younger generation.
42	Bread and butter for the fire service [To recruit people and to be ready].
43	Yes, recruit folk, but local people know the area and the risks. People that live on the coast know the risks with the sea, people visiting get tripped or let their dogs off the lead.
44	Strongly agree.
45	Anyone who wants to join should be able to.
46	Bilingual Welsh and English. Recruit people who can speak different languages can open doors so there is a benefit to recruiting diversity.
47	Strongly agree.
48	You haven't got just "agree" so this skews the replies.
49	Highly skilled firefighters in all areas please.
50	Try to recruit people in the local area who speak Welsh to high level.
51	Strongly agree.
52	More promotion of firefighter role. Get colleges to target people my age. Nobody wants to be a firefighter. I hear the fire station doesn't even have a gym. That's mad.
53	I agree population size has grown. More risks to deal with. RTC's, flooding, fires, to cover a huge area.
54	You don't see people on the station [in Porthmadog].
55	RNLI recruit volunteers really well. maybe worth speaking with them.
56	Gender equality. Better care for female firefighters. Improve female facilities.
57	I agree local people have local knowledge of the area, river, mountains and back roads. An ability to speak Welsh is important.
58	Increased response time to 6 or 7 minutes could open recruitment to more people who are fit and willing to do on-call [In Bala].
59	The current on-call system doesn't work for local businesses who may have released their staff in previous years. As a leisure centre [Deeside], it is not possible to release staff like we used to do twenty odd years ago. The coaching ratios and safeguarding responsibilities mean it's not possible to release staff who work in the gym, sports, play or ice skating. There are strict rules around having skilled responsible and qualified staff in a room [unable to leave]. From an opportunity perspective, the leisure centre provides the perfect platform to recruit people. From what you have said, recruitment of on-call is a challenge, but also recruiting more women is a priority. The leisure centre attracts 1,000's of women each month, through soft play, parenting classes, fitness, sports competitions and water. For example, we see 1,000 girls and women play netball, 1,000 use the ice rank, 200 use the gym, 300 use the inflatables... Saturday and Sunday are busiest days.
60	Does the service give a perception of being an LGBTQ+ inclusive employer and culture? How do you demonstrate diversity outwardly? Do you monitor and challenge hate crimes involving arson? Do you profile your commitment to inclusion on significant calendar dates? How do you show visibility to LGBTQ+ communities? These are the things that will help you attract LGBTQ+ people.

61	Maximise recruitment efforts by working with local partners like us [Flintshire Council Sports Development]. We run a Fit, Fed and Read programme targeting people in deprived areas. We engage 5,000 kids over the Summer months. We engage with thousands of children and young people in deprived areas each year. Our focus on nine areas including Holywell, Connahs Quay and Deeside.
62	I can see why there are recruitment challenges, but every effort should be made to address the lack of availability of firefighters in Tywyn. There are people in the area that would be great [Firefighters], but they don't know about the job, what is required and that the station needs to recruit people.
63	I don't, sorry.
64	No comments.
65	Employ a wider range of skills to ensure you foresee the growing risks concerning event management, terrorist attacks, cyber security and so on...
66	Ensuring skill means you have the right people to do the job to a high standard.
67	I have no comments.
68	While I have no improvements, I believe the plan is excellent.
69	It is vital to ensure that your workplace is highly skilled. This is to ensure you are able to efficiently communicate to the public.
70	No comment.
71	I like people principle.
72	No.
73	No comment.
74	It is important to ensure diversity is kept within the organisation. This however should come after community safety in the priority list. A more broad hiring strategy should be adopted.
75	You don't pay very good wages [for on-call duty system].
76	You don't appear to take in account people from different backgrounds. For example, entry requirements are not mentioned and this is important to young people that don't finish school or achieve very good GCSE results. You don't mention people with criminal records, people make mistakes, but it's not to say they won't be excellent firefighters or mechanics fixing your fire engines etc.
77	Entry requirements and qualifications that you require may place on people from lower socio-economic backgrounds at a disadvantage.
78	Ensuring the workforce is skilled and bilingual will help deliver effective public services in Llangefni.
79	We need more people who speak Welsh because there are more people who only speak Welsh and can't speak to the people who try to help them but don't understand them.
80	No Comment, thanks.

81	I trust that you consider the risks and work that is needed to develop trust from girls and women, especially those who have been victims of abuse and those let down by employees who are male dominated. As an employer of mostly men, some women will be put off joining, so this is something you need to think about when recruiting. How you recruit needs consideration and care. Having female firefighters and other women visible is hugely important so girls and women see the potential and they also see the fire and rescue service isn't just men anymore. As a CEO [of North Wales Women's Centre], I see you [NWFRS] are working hard to be visible, but some of the girls and women, and those [females] who we don't support won't see the potential career in front of them. Male allies need to be active and visible. You are welcome to use our HQ in Rhyl or other sites to promote recruitment, but it will require effort and coming back time after time to build the trust, it won't happen overnight. Childcare and having reduced on-call contracts will certainly help more women consider and possibility join your service.
82	I support this principle.
83	There is no consideration for carers and you are likely to be missing out on recruiting this group of people have lots to offer in terms of skills and talents. Hundreds of thousands of people across Wales juggle their unpaid caring responsibilities with paid employment. For many, balancing work and care can be a real struggle, so if you have a good inclusive offer in your employment, you can really benefit from recruiting people who are carers. 41% providing between 20 – 50 hours of care a week, 59% up to 19 hours of care. This data is specific to Wales and this useful evidence can help you understand carers have capacity and willingness to change careers if the opportunities are right for them.
84	Ensure you recruit people who are Welsh speakers and if not, they learn to speak the language.
85	The perception and reality of being a firefighter will be very different for people that have migrated here from south Asia, middle east and Ukraine. In some of these places there is no fire service, so there is no career aspiration 'to work for the fire service when I grow up', these thoughts will not be there. This is something you need to consider and if you have any Asian or Arab [firefighters / staff], use them to promote and engage. I am a teacher [in Rhyl], and I surprised so many people including the children in the school, parents and even other teachers. I was the only Muslim women working in the school, but I had so many Muslim children approach me and tell me how happy they were to see me and they didn't know it was possible for a Muslim woman to be a teacher. 'See it to be it', visibility really matters.
86	There is value in recruiting people from middle east, India and other countries that have outstanding education systems. They have strong values for education and learning and they would make excellent employees in your organisation.
87	Not in the right place currently. Not enough cover in the area. Whitchurch only one fire engine and Prees can't recruit staff which leaves Wrexham to cover the City which has demanding risks, growing population, industrial estate, prison, student population, A483 traffic. Our communities are left out and this is now on record.
88	Make offer attractive.
89	You talk about being inclusive without really explaining how you will achieve this.

90	I agree with the need to recruit diverse teams, why shouldn't women and other groups work for you, but people don't know you are recruiting and how fantastic it could be working for you. Local cycling group use the local roads all year around and some of them don't wear helmets which is not a good example to the young ones [people] who are observing.
91	You need to understand mental health if you are to look after employees with poor mental health. They can be great for you, but you need to be kind.
92	Maybe not everyone wants to be a firefighter.
93	You should clearly state who you mean by diverse communities, list underrepresented groups and this shows intention and how you intend to recruit people and this can make people (i.e. Autistic people) feel they fit in.
94	Employ more older people who still have a lot to offer.
95	I feel there is no consideration for mental health within your plan and it's essential you show empathy and kindness due to how common mental health has become. Almost all your staff will get stressed and require support, it doesn't seem responsible for any modern employer to not have mental health as a priority especially after all the research that emerged as part of our Blue Light programme.
96	Bilingual yeah, but what about other languages. BSL.
97	The strategic positioning of staff if the two bridges connecting North Wales and Ynys Môn were out of action. Surely the recruitment of people in Ynys Môn is a priority to counteract potential closures to both bridges which happens when there are storms or serious traffic collisions.
98	You play an important role in keeping the public safe.
99	Chatting to fire service staff at a community event, they confirmed that not all staff in your service receive mental health awareness which is a crying shame as you not only need the training, but you are able to help people you come across in your community work and response.

Appendix C

Ref	OUR PREVENTION PRINCIPLE – ADDITIONAL COMMENTS
1	<p>The ongoing transition to a more data-driven approach is highly encouraging and has been fully welcomed by crews. However, further opportunities exist to enhance the effectiveness of our efforts by increasing the percentage of high-risk SAWCs carried out by our crews. By investing in additional data overlays and equipping crews with updated 'top 50 streets' list - highlighting roads with the highest concentration of high-risk individuals - crews' work could become even more targeted. For instance, cross-referencing those over 75 with individuals living alone triples the risk score for those households compared to couples over 65. Shifting from high-volume targets to more quality-focused goals could also revolutionise our approach and yield significant results. Rather than spending a full hour each shift on broad over-65s targeting, crews could split their time more effectively - spending half focused on streets with the highest proportion of over-75s living alone - whilst using the remaining time to collaborate around the mess table, utilising their topographical knowledge and deep Community ties to design bespoke Community Safety initiatives. Given that some high-risk groups (such as those affected by drug and alcohol misuse or mental health issues) fall under GDPR restrictions, it's essential to tap into the creativity and local knowledge of our crews to find other ways to target these groups. Allowing time for brainstorming sessions, where teams can work closely with Community Safety and leverage their understanding of local communities, will enable us to design even more impactful, localised safety initiatives. By combining the quantitative, data-led approach with a qualitative, creativity-driven one, we could see our high risk Safe and Well Check delivery rise significantly.</p>
2	<p>I feel we still need to improve the way we engage and connect with diverse groups in the community. There are still far too many groups that we fail to connect with effectively. Chinese, Indian communities for example. As a Service, we do some excellent work around road safety, water safety and engaging with children in schools.</p>
3	<p>I feel safe at home. My landlord arranges for everything for me.</p>
4	<p>Children playing in the road and crossing the road without looking. Children being hazards, even when they are with their parents, which indicates parents need educating.</p>
5	<p>Do you consider risks that impact on Autistic people?</p>
6	<p>Work closely with the health agenda of other agencies such as the third sector and NHS.</p>
7	<p>Yes. You have my full support.</p>
8	<p>More attention on fly tipping. Arson and hate crime. I witnessed an arson attack in Bangor targeting Chinese students on Holyhead road. Gas-Can poured on rubbish bin which was tipped over and set alight. blocking door. Police informed but nothing done about it. I saw it all happen through reflection in my window so I know this happened.</p>
9	<p>SAW checks important. Positive experience of NWFRS installing fire detection in the past. Exploitation of disabled people or mate crime in Denbigh being taken advantage of. This has been reported to the police. 20mph not working in the Denbigh area. Tractors getting bigger and going faster. I have seen many tractor drivers on their phone whilst driving. This is a big issue in Denbigh.</p>
10	<p>Still many people using chip pans in Denbigh.</p>
11	<p>Electric cars going on fire are a huge concern.</p>

12	Mobility scooters and how they are stored and charged inside houses and buildings is concerning.
13	Sounds like you [NWFRS] doing great work. Give regular advice 'Test it Tuesday' and these types of messages work well.
14	Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim.
15	The installation of fire alarms is a great service you provide.
16	No reference to students in your plan. The student population make a valuable contribution to the economy and their existence should not be underestimated.
17	Seems to make sense.
18	Keep plugging the water safety message. Although, we did get some useful advice when we moved into the area.
19	[Your Service] work in partnership with leisure centre to provide free or discounted swimming lessons. Swimming is very expensive for students.
20	Yes.
21	Same as health, the cost of preventing is better than reacting.
22	Strongly Agree.
23	Lots of scenarios. Holyhead road, certain risks of arson, buildings at risk [of being set on fire]. St Mary's student housing, close to golf course at the back is a typical hot spot for young people setting off fireworks at different (and random) times of the year, not just Halloween. Huge issue with BBQ's, especially in the Summer, usually residents [not students who usually get blamed].
24	Fireworks and BBQ in golf course area that back up to St Mary's Student Housing [student used to live there].
25	Although not a huge issue, safe use of candles is useful. Students use them [candles].
26	Some international students feel isolated. Very common in Bangor. People [miss speaking] native language where they can celebrate culture and have things in common with others. Different for Chinese or Indian [students] who study in large numbers [and speak language and socialise]. Not the same for smaller European nations [like Finland].
27	Deliver services in Welsh.
28	Better investment in prevention required.
29	You engage well. always at events and visiting college. Checking homes is a good thing to do.
30	We see [redacted] [redacted] at events and she gives us advice to help keep us safe.
31	The Walk and Talk events are good [In reference to the Dementia walk and talks the prevention team organise twice a year].
32	Weather warnings are poor and the met office doesn't notify [the public] quick enough [when adverse weather is immanent]. [This was made in reference to the weather forecast not predicting snow in Bangor this week.
33	I like your Safe and Well Service.
34	Cadets programmes can benefit young people and get young people involved with what you do.
35	I find a lot of the time the roads within the Bagillt, Greenfield and Mostyn area are extremely flooded with no preventative measures and many problems with the road drains kicking back water onto the roads.
36	Deliver workshops in colleges.

37	[I] Never knew about this service [SAW], so clearly better promotion is needed so.
38	Resources in Polish written and spoken.
39	Drowning in river Conwy a few days ago. Scary that can happen. Too many people can't swim. Half this room can't swim.
40	Prevention goes beyond the most vulnerable. What about people that are almost vulnerable?
41	Kind of agree, but disagree mostly because fitting fire alarms shouldn't be based on age and people who live alone. Some people have partners that work away. Army for example.
42	I didn't know you have fulltime staff that carry out those home safety checks. Good way of finding people who are struggling on their own.
43	The prevention jobs you have discussed sound perfect for older people and those who fancy a chance of career.
44	Since I have lived in the home [Care home], I have noticed more and more people with very limited mobility. People are living longer.
45	Mental health training for your staff could enhance your understanding and service delivery.
46	Sounds good to me.
47	Can't do enough education. Get in the schools. let people know.
48	Strongly agree.
49	I have working fire alarms that the fire service installed a few years ago.
50	I have got Co2 alarm, but I have had no working fire alarms for 3 years. Husband passed away and he sorted everything out. I did call you [NWFRS], but I changed my number because phone/broadband contract changed. Safe and well checks are important.
51	Got fire alarms, vibrating plate under my pillow. I have hearing loss and recently started to wear hearing aids. Installed by Medicare and Flintshire County Council sort everything.
52	I have previously requested a safe and well check, but never heard back despite leaving a couple of voice messages. I am over 65, live alone and had stroke
53	List prevention issues in the first part of the questionnaire.
54	People don't use road crossings.
55	I do agree. However, the volume of travel on the A5 has increased I'm recent years. The A55 was meant to reduce the traffic through Anglesey but nobody seems to address the growing number of vans, HGV, and cars racing through.
56	You haven't got just "agree" so this skews the replies.
57	Coedpoeth is a better place since the 20mph rule was enforced. Could do with double yellow lines along main road by ASDA. Parking on road shouldn't be allowed as this causes a genuine hazard and it's a matter of time before accident happens. Road surfaces require attention and upgrade as you travel out to Llandegla and Ruthin. Agriculture problems with hedge cutters leaving splinters on the road, which is concern as a regular road runner and cyclist.
58	It's good the fire service focus on us [older people]. I feel safe in my home.
59	As stated ensuring right alarm are giving for their needs.

60	Fighters helping more in South Gwynedd. This can be addressed with more fulltime firefighters based in these parts.
61	Your prevention work is important.
62	Strongly agree.
63	Flooding is a big issue around here. Lorry got stuck last week. Water rescue train up Dolgellau staff.
64	Agree, but we work in council buildings which have fire alarms and fire risk assessments in place. No need for you to install alarms.
65	We operate out of a council building, so we have fire alarms and fire alarm practice.
66	Lack of public awareness of Dementia because it is invisible and hidden. Public perception is people look okay, they are not disabled or vulnerable, when they are at risk a lot of the time. Drains are not being cleared anymore and this is a root cause of a lot of the flooding in towns because there is no run off. Floods are blocking roads. I have seen these roads [in Caernarfon area] for many years and they the rain fall hasn't changed much over the years, but natural ability for water to drain and run off needs sorted ASAP. It is particularly bad on the road between Caernarfon castle and Pwllheli and along the coastal roads.
67	Signage to help avoid people getting lost, especially in the high of the summer when coastal towns are busy with people and extra tourists.
68	Increased RTC's in the Summer months.
69	Continue to raise safety awareness of electrical goods.
70	Very happy with the 20mph rule, especially in Town centres, schools and built up areas.
71	Female firefighters can help engage and communicate with other women. I prefer to speak to a woman to be honest. I agree that the 20mph rule has been a positive change.
72	The 20mph rule is working well in Bala.
73	Similar to the potential approach to recruitment, the leisure centre is the ideal place to promote your prevention messages and engagement activity. We have school engagement days which see hundreds of school kids in the centre. British Transport Police run successful events here in partnership with Network Rail. Football festivals are busy. Maybe NWFRS could sponsor an event and get your name out there.
74	For some LGTGG+ people social isolation or risk of homelessness is real. Some people are an increased risk of using drugs, alcohol, smoking and at increased risk of fire because of such factors. Are you considering this?
75	There are barriers for LGBTQ+ people to engage and participate in physical activity. Some LGBTQ+ people may present same challenges accessing careers and LGBTQ+ may perceive joining the service is not possible. Through physical activities, your service can attract LGBTQ+ people, so working with partners can help you engage.
76	E-bikes and e-scooters are a huge problem. We see CYP talking proudly about ASB and even arson and misuse of fire when BBQs have been set on camping trips. Sports development staff and sports coaches are well positioned to educate and pass on your messages for you and even invite you in to talk to the young people, although uniform can sometime be a barrier.
77	Huge concerns associated with the estuary [in Tywyn] tidal and strong currents that people don't expect.

78	No comment.
79	Nope.
80	No comments.
81	Prevention is cheaper and better than devising a cure.
82	I have no comments.
83	Is good yet hard to understand.
84	This is important if people are willing to attend the events. As long as you have your audience then I believe educating those who are more vulnerable is vital.
85	No comment.
86	I like it a lot.
87	I think it's perfect.
88	It provides a highly broad and detailed plan to keep different organisations and people safe.
89	No mention of suitable young provision that other public sectors organisations are providing. Merseyside Fire are doing loads of projects for young people, disappointing North Wales are not doing anything.
90	I think this is a good idea.
91	No Comment.
92	The FRS have an excellent reputation. Your plan covers really important themes surrounding early interest, trauma, younger people, home safety checks. Homelessness is a group of people we see as a high priority and lots of behaviour may require some attention, setting fires to keep warm is an obvious one, using drugs and alcohol is also a risk. The constant cycle this group of people face because they are unable to get a job, employers won't give them a job without a fixed address or bank account which remains a huge problem in North Wales. There is a lack of housing and accommodation for when people leave prison, so they are sometimes given a tent and left without proper support (or some people don't choose to take support offered because the lack of trust in services). Mental health is a huge problem and this could be more front a centre in your prevention principle, although you have said [in person], that mental health is something you use to prioritise some prevention work.
93	I support this principle.
94	Your plan has no consideration for carers (paid and unpaid). Some older carers will be looking after their partners and there is often excessive pressure on them to, which impact their own physical health, mental health and wellbeing.
95	Welsh speakers in every team please. Your walk and talk sessions [with dementia groups] and engagement with older people is important. Engagement with refugees and people who have been displaced is important too.
96	I suggest working closely with British Red Cross going forward because we can help you connect directly with people to want to target [safety messages], and recruit people. We currently run various sessions including ESOL, advice workshops, food bank etc.
97	It is a good approach to recruit people from diverse backgrounds.
98	Nowhere near enough done to prevent accidents on the road. Police and fire need to do more.
99	Properties around here are not receiving services in rural areas. Nobody picks up the phone up when you call fire service.

100	Your safety checking in houses works well. Missing other key safety work that Shropshire and Cheshire seem to promote. You never mention flooding of the River Dee.
101	More face to face promotion and attendance at community groups.
102	Continue to fit fire alarms.
103	There is consultation on whether a new national park should be developed and this involves a huge area where I live [near Llangollen]. A national park will bring many people into the area which in turn will bring huge risks, extra traffic and the roads wont cope, rubbish and litter and of course campers and BBQs [potential increase in fire risk] will be an issue like other national parks in Wales.
104	Your plan outlines some important points.
105	You should provide mental health awareness training for your staff who work with the public.
106	People with dyslexia is increasing. Keep [safety] information jargon free and avoid complex words.
107	You should consider risk based on person's disability and health.
108	Maintain high standards in your prevention work efforts.
109	Your plan covers lots of important topics.
110	Services using BSL are not really covered on your website. You have one-page www.youtube.com/embed/jlKtycoedyA , but nothing else which provides information and many of the videos you post on social media do not have captions or subtitles. Hardly inclusive.
111	Vulnerable people.
112	It was good to hear the fire service installed CO2 detectors and fire alarms on canal boats as part of your prevention services. We rarely get to access public services on the boat and most services forget about us.
113	Increased number of people with adverse mental health which is placing them at an increased risk of harm and injury. People that live alone are particularly vulnerable.
114	There is a huge benefit in North Wales Fire & Rescue Service becoming an accredited Dementia Friendly Organisation which can be achieved through Dementia Friendly Wrexham. We [Home Instead] work closely with your service and we work well as a team to refer at risk people to receive safe and well checks and advice from your home safety department.

Appendix D

Ref	OUR PROTECTION PRINCIPLE – ADDITIONAL COMMENTS
1	You should ensure that the buildings you identify as "high-risk" include those that may only have two storeys but contain significant amounts of fire hazards and risks, including some self-catering holiday let accommodation.
2	I don't know a great deal about protection work, but we appear to be covering a lot of key areas in terms of keeping people safe. We appear to take a supportive approach which can benefit local businesses and landlords and this approach also helps build a rapport with local companies/business owners.
3	I work in the hospital [Wrexham Maelor] and I recently had a situation where the fire alarm went off and I had no idea what to do. Naturally I left the building via the fire exit, but nobody came to check where I was or check on me. I was working late and alone. I was surprised that nobody came to see I was okay and I am a new staff member with no idea of this building.
4	Food outlets appear safe [In Wrexham], but RBIP is a good measure to keep communities safe.
5	Conduct more business visits under scheme more than SSRI's.
6	Not fully understand this work, but the plan looks well thought out.
7	The old North Wales Hospital [In Denbigh] has become very unstable and dangerous. There used to be security, but not anymore. Big risks and teenagers hang around there on an evening and weekends.
8	Mobility scooters and how they are stored and charged inside local businesses, cafes, restaurants, care homes etc.
9	Check on landlords to ensure students are safe is a good thing.
10	Clear gap in that HMO landlords don't need to produce a fire risk assessment in order for the local authority to issue a licence to the landlords. Surely this is an opportunity to check landlords have everything in place.
11	It is not clear how you keep students safe. There are some rubbish landlords around.
12	Safety of buildings helps keep everyone safe.
13	No issues with our landlords. Fire alarms work.
14	I didn't know business get support [from the fire service]. You could provide safety advice to landlords who can pass on information to us [the tenants].
15	Yes.
16	Public safety.
17	Strongly Agree.
18	Support businesses through the medium of Welsh.
19	Don't really understand this part.
20	Prevention is better than cure.
21	Make an example of them when they [specific reference to local businesses] mess up [break the law].
22	Some dodgy ones [Specific reference to food outlets and take-a-ways] in Shotton / Connahs Quay.
23	Look after care homes and residential buildings.
24	Any advice you can provide Cae Garnedd [Care Home] will help keep us safe.
25	Lots of unsafe buildings in Buckley, Connahs Quay and Queensferry.

26	Unused buildings let unsupervised. Place on Chester Road. A few places in Buckley. Cars left overnight in car parks are a fire hazard.
27	Inspect businesses to keep people safe.
28	Guidance for businesses yes. What formats are you doing this?
29	Shouldn't business owners take responsibility for their own affairs.
30	Neither agree/disagree really. Mostly agree over disagree.
31	It is important because they need to make places easily accessible such as ramps for those who have disabilities.
32	Need to make sure that thing is divest in our community especially to elderly people.
33	I live in rented accommodation so fire alarms fitted by my landlord. Most landlords are on the ball because they let out their rooms to tourists and everything needs to be right.
34	This work is needed. Lots of rogue operators in the area. Hoarders in flats just off the main high street, curtains always closed.
35	What are you inspecting. Certainly not fire escapes route and getting out of businesses in Barmouth. Porthmadog is the same.
36	I'm not sure about other places [Care homes], but we have weekly practice [Fire Alarms Tests] and everyone knows what to do [Fire exits, closest exit] and we all feel safe.
37	We are a big building so it comforting to know the buildings are checked.
38	Your current system is not working. far too many businesses operating unsafe practices. Teams with no first aider is not good. Agency workers coming in and not knowing what they need to know. It's a matter of time before something serious happens in Kronaspan.
39	Strongly agree.
40	Yes.
41	I feel you need to consider how supermarkets are changing the infrastructure in their large shops. People stealing and Covid has made supermarkets think about keeping people flowing, but there is a bottle neck, supermarkets are getting very busy, people everywhere, overwhelming. No staff around to help. Cages in aisles cause a barrier. Aldi in Broughton is really bad.
42	Yes.
43	Yes.
44	Far more needs to be done to address issues in supermarkets. I got stuck in a lift once in ASDA and I was there for ages. Tesco's in Broughton, people leave trolleys in car park which is a hazard. People would leave trolleys in narrow aisles in supermarket which can make it difficult to escape if there was a fire and emergency.
45	Strongly agree.
46	You haven't got just "agree" so this skews the replies.
47	There will always be fires, but I believe more inspections and checks are needed in local businesses bakery for example. Big fire there a few years again.
48	Inaccessible venues. Didn't realise until I was in a wheelchair.

49	The fire service needs to communicate and promote protection much better. I read lots of news and I have never heard about protection unlike your prevention work. We see fire safety team and they tell us what's happening.
50	Keep local businesses staff. Website is good, but face to face advice is good too.
51	Strongly agree.
52	Lots of shops have ramps, but tight spaces when you are in the building. Library tight space.
53	More can be done in 2024 to sort out access in and out of buildings. Limited space.
54	I have lots of concerns relating to the poor accessibility in/out of buildings [in Porthmadog]. Book shop in town use the excuse of being a 'grade 2 listed' buildings, but this shouldn't stop them providing a ramp for people who are not steady on their feet.
55	There are lots of risks for people living with Dementia. There are more and more buildings with black steps and these are difficult for people to see. Businesses could add a white strip to the black step so it is clear to increase visibility and people can see the steps and where they are standing. I conduct dementia friendly audits of buildings and I see issues [i.e. Risks] all the time. Too many buildings with no handrails on steps. I recently conducted an audit at the outdoor centre at Plas Brennon on the A5, there was no handrails, no walk-in showers, no signage to make it clear where people need to go, not accessible for people with dementia. Excuses that the buildings were 'graded and listed' but there are small changes they can do to make access better and fire escape possible.
56	Businesses could have better signage to help people navigate their way around the place. Supermarkets are great at putting signs up so people know where to go, other businesses should adopt this approach.
57	Local businesses don't manage car parking very well. 4x4s stick out, non-disabled people parking in blue badge spaces, business need to address this because disabled people forced to park in main car park and there is a walk to the shop or town centre which is not ideal for people who are not good on their feet. Disabled person more likely to get hit because they can't move out of the way quick enough.
58	You don't hear many issues with businesses [in Bala]. Although farm accidents appear to be up. Local farmer died in slurry pit this year, it was a firefighter who rescued him, not a good job to go to. Farm safety is a huge concern.
59	No comment.
60	No, I don't.
61	No comments.
62	This is a great principle as incidents such as the Grenfell Tower could have been prevented with more routine fire checks. This is a amazing for prevention.
63	No comment.
64	It is great.
65	It is very interesting.
66	It provides a highly detailed plan to assist different companies in different ways.
67	No Comment.

68	I support this principle.
69	People from different backgrounds can help build positive relationships with many business owners here that have come from India, Bangladesh, UAE and other parts of the world.
70	Clearly businesses doing what they want and not being monitored Mold factory fire.
71	Too many run-down buildings and people living in substandard conditions.
72	I am not convinced you have a handle of all issues in Rhyl. Many multi use accommodation [HMOs] are being run by landlords that don't invest in their property, particularly buildings on Johns Street and River Street spring to mind.
73	There are some areas of deprivation in Rhyl, poor living conditions. This is a vital service you provide.
74	Important work.
75	I assume you are on the ball, but there has been a skip full of rubbish on our street for months. Its ■ Oakville Street, Rhyl. There is a sofa in the guy's front garden too, surely a fire risk if somebody lit the rubbish, nit beyond the rems of possibility. It's been reported to the council several times, but maybe the fire service could highlight the risks [Arson].
76	Local authority premises are safe. It's the private [landlords] ones you need to watch.
77	I agree with others in your earlier focus group that there are many landlords that don't invest in their properties and some areas of Rhyl is run down, mostly flats and shared accommodation. Side streets off the seafront are concerning. River street, water street and Johns street, plus others.
78	Business safety.
79	I wasn't sure if you were aware where all the care homes are located across Wrexham and Flintshire. It may be worth doing some kind of exercise to locate all the dementia groups, but also care homes in the two counties.

Appendix E

Ref	OUR RESPONSE PRINCIPLE – ADDITIONAL COMMENTS
1	1,726 responses to a CRMP consultation is NOT 'an unprecedented response', it represents 0.25% of the north Wales population - hardly a big enough sample to make decisions off.
2	The plan addresses increasing on-call firefighter availability, but as previously mentioned, the RDS model is increasingly outdated.
3	Clear a strong need to improve availability in various areas. The incentives for working on-call are simply not good enough, but it good to hear that we are offering reduced contacts in some areas (i.e. 75%, 50%, 25%), it may be worth opening this offer out to people who don't work wholetime like other FRS's in England. I agree that the Service need to invest in new ALP's/TRUs and other special equipment to future proof against risks that we know will be present for the next decade and beyond (i.e. wildfire, flooding, electrical fire at RTC's, bariatric rescue to name a few). Personally, I feel we need to develop more day crew.
4	The clean cab solution is a good idea. This will keep people [Firefighters] safe. In the health profession, training is vitally important, I am sure a new training centre will be exactly what your fire officers will need to develop the skills to perform.
5	Happy with the job Wrexham Fire Station does for its community. Response is more and more important with so many high buildings in the town. I am in support of a review into special appliances to manage the risks with tall buildings in the town.
6	It is great to hear that you provide Autism training for your staff.
7	The idea of less retained stations and more whole-time fire stations will give greater cover and resilience. Retained model doesn't fit modern day living and commitment.
8	Living in the Corwen area, I feel confident you [response] come when called out.
9	It is comforting to know there is a fire station in Colwyn Bay. The fire service is visible and you see Colwyn Bay crew out and about.
10	Fire station in Denbigh is important. They [The Denbigh crew] are part of the community. I support the development of a new training centre. Training is vital, new technologies etc. Do the fire service train to rescue people from slurry lagoons [most dairy farms have them]? If not, they should do.
11	The fire service [Bangor crew] visit the students during fresher's week to give a talk on fire safety. Maybe a similar talk could be given on road safety and water safety and other safety messages you wish to promote.
12	Fire cover in all areas is clearly the only way to be. Your current map doesn't indicate guarantee response which is deeply concerning.
13	I haven't needed to use the service, but based on what others have said the fire service are active.
14	Acknowledge people have verbal shutdowns/meltdowns in stressful situations. It is good to hear your organisation provide autism awareness training for your firefighters. I am impressed.
15	Knowing that you [NWFRS] are ready to response is comforting should we every need you.
16	Bread and butter.
17	Yes, to this one.

18	Maybe Bangor station could reduce the number of hours firefighters [On-call] have to work and this could help attract students who will be in the area for at least 3 years whilst they study. Create more fulltime [Wholetime] stations to increase career aspirations and possibility.
19	Strongly Agree.
20	[All Firefighters in Bangor should have] basic language skills (i.e. Mandarin, French, Sign Language). This would enhance service to the public locally.
21	Ensure teams [of Firefighters] speak Welsh. Particularly important when people [Welsh speakers] are distressed.
22	It is good to know '999' is there.
23	Buckley could do more to promote [Firefighter] jobs. Recruitment days, but promote them so we know about them. [The fire station] Never open!
24	You're not always ready though [specific reference to Buckley not always available].
25	Provide an effective emergency response.
26	Improve response by upping your game in areas that need you.
27	Very happy with the service you provide.
28	You lot were here last week [Bangor crew attended an AFA at the home].
29	Appears sensible to review special appliances and keep them in Bangor due to its location and the high number of care homes in this area [Bangor].
30	Link recruitment to specific college courses i.e. engineering for example. Help people understand career pathways.
31	More fulltime fire stations to replace current on-call.
32	Not guaranteed in North Wales. More 24/7 availability needed. Need to be able to have someone on the scene ASAP.
33	If possible have more people on-call to be called on if needed.
34	Not enough vehicles in some stations. Not enough 24hour response fire stations in Wales.
35	Within Gwynedd and Anglesey there is limited fulltime fire stations.
36	Barmouth Station crew are great. You always see them around.
37	Barmouth and Harlech do a good job. Barmouth fire station is a bit out of the way, could do with signage so people know where it is. Tourists use the car park in the summer that could be a risk to staff who need to park up quickly.
38	It's not possible for you to always respond quickly if firefighters have to travel in from afar and quickly.
39	I trust you [NWFRS] know what's needed. I am frustrated about the poor escape planning from business owners.
40	I never knew you had so many fire stations.
41	Standard fire engine not big enough to reach some of the high buildings [In Barmouth]. You think of height as floors high, but you don't take in account some ground floors are 15 or 20 feet from the road. I believe this is a huge risk you don't take into account. One example is 3 and 4 floor buildings along Porkington Terrace which are 40+ feet. Some of the houses on the hillside facing the sea are high up and standard fire engine won't be big enough building.
42	Excellent service from NWFRS. Your lot [Bangor Crew] were here last week [Attending AFA]. They were here quickly.
43	Need better promotion of jobs.
44	Need to put pressure on council and police to address the parking issues in side streets. As I said you won't get a fire engine down some streets. Outside schools is carnage as well.

45	Yes, recruit folk, but local people know the area and the risks. People that live on the coast know the risks with the sea, people visiting get tripped or let their dogs off the lead.
46	Strongly agree.
47	Local stations do a good job.
48	Deeside station is well placed to respond to the [Connahs] Quay and Queensferry.
49	Local fire crew at Deeside do a good job.
50	Strongly agree. Plenty of fire stations mapped across Anglesey.
51	You haven't got just "agree" so this skews the replies.
52	I worry about response times in rural areas. Out towards Llandegla, Ruthin, Bala.
53	More needs to be done to improve availability in this area [Porthmadog]. Part-time [firefighters] is not secure enough, although they do a good job.
54	FRS have an excellent reputation. But reading this [CRMP], review. I didn't know the fire station was a retained station. Surely an area the size of Porthmadog deserves better provision. Are you always ready to respond?
55	Yes, agree with you being ready, but not enough regular fulltime work in Gwynedd for people who want to work fulltime within their own community. People tell me you have to travel to Rhyl, Bangor or Colwyn Bay. Young people should be able to work here in Porthmadog and central locations like Bala or Corwen.
56	There is a high risk if the fire service continues to have no fulltime firefighters in the area. Adverse weather in the past 3 years is a clear sign better cover is needed. Visitors increase demand in the summer too.
57	I agree that you should be ready to respond, but I don't believe you are ready and responses can be slow if multiple fires happen at the same time.
58	Strongly agree. Dolgellau crew should be water rescue trained. Recent floods have been a reminder how bad things can get. Recent flooding saw a long wait for Bala firefighters to travel across to rescue lorry stuck in a flood.
59	I have noticed the population has increased in Dolgellau. More people remote working has made Dolgellau attractive place to live. Real need for a day crew station in Dolgellau.
60	I work in hospitality. Dolgellau is getting busier each year. We get lots of passing by traffic too.
61	An area the size of Porthmadog should have fulltime firefighters to cover this large and challenging road network. It is confusing if there is only one fire engine [In Porthmadog], but you need two fire engines to attend a house fire.
62	I am fully supportive of wholtime cover being proposed in South Gwynedd.
63	It is comforting to know you are there when we call 999.
64	Local people have local knowledge of where to go.
65	Bilingual firefighters please.
66	Ability to speak Welsh is important.
67	It is good to know there is a fire station across the road should we ever need you.
68	Attracting people who play sport may be difficult if potential firefighter working hours clash. Maybe flexible working could help tap into new people.

69	As mentioned earlier, willing people in Tywyn, but many people don't know there is such a need to recruit and they don't know what is required. Women wouldn't even think of the job as its mostly men that are visible. This is the same as the police years ago, but you see far more [women] now.
70	Good response principle, but always can improve.
71	I don't understand.
72	No comments.
73	Review current provision and equipment to ensure you are in the best possible position to response.
74	This is vital to save lives.
75	No comment.
76	The response principle is interesting.
77	No, I don't.
78	It gives a plan with a wide variety of tasks to complete.
79	Some of the young people we support would make amazing emergency workers if given the chance.
80	I was delighted to hear no fire stations were closed last year.
81	I think this is a good wish but we need a lot of people to work to put out a fire because then we can go to more businesses and still get a lot of people to go to another fire. Ambulances it's a long way for them to turn to me maybe we need more people.
82	Respond when you need to.
83	I mentioned this earlier, but review your duty systems should involve considering reduced on-call contracts and even part-time fixed hours under fulltime [wholetime] terms. Would it be possible to do 5 or 6 days providing 5 or 6 hours each day? These changes could help more attract to girls and women, especially in areas where you are having challenges recruiting.
84	I support this principle.
85	Do you monitor how carers are affected/impacted in your prevention and incident data?
86	The only consideration is some refugees may not know how to contact you. '999' is not a thing in some countries and there is no fire service. Naturally we [Red cross] educate new arrivals on all essential services, but it is worth you being aware of this.
87	Fire engine needs to be located in Overton or Penley to cover rural part of Wrexham that gets left out.
88	Response times out to rural areas to the east of Wrexham are too slow. Many fires here are attended by Whitchurch but they only have one fire engine. Prees can't recruit staff, Wem is 15-20 minutes away but slow to respond. This leaves Wrexham to cover the entire City and deprived areas and demanding risks associated with a growing population, industrial estate, prison, student population, A483 traffic. Our communities are left out and this needs to be considered.
89	I completely agree we need response, but talks of reducing firefighters in Rhyl last year was very concerning indeed.
90	I don't doubt that you are able to respond effectively. I live in a rural area, so I do worry you will get to me quickly, but you can response quickly here [in Rhyl]. I do need to mention that mobile phone signal is very poor around here which may be an issue for people wanted to get hold of you [i.e. 999].
91	Bread and butter.

92	You can alter the duty systems as you see fit, but please don't take any fire engines away from Rhyl.
93	Provide an effective emergency response.
94	Mobile phone signal is really poor and around 50% of the people we see don't have a mobile phone because they can't afford one or they don't know how to use one. I am concerned that many people we support wouldn't be able to raise the alarm. Also, some of the people we see have mobile phones, but they are pay as you go and don't have much money due to being unemployed or retired.
95	Totally understand deaf people can't be firefighter, but do your firefighters know how to do basic BSL. The BSL Act legally recognises BSL as a language in Wales.
96	Plenty of fire stations on Ynys Môn.
97	Response.
98	It will be challenging to respond to canals boats, but it is comforting to know there are fire stations along the Llangollen branch.
99	May I recommend that all staff receive mental health training for all staff.

Appendix F

Ref	OUR ENVIRONMENT PRINCIPLE – ADDITIONAL COMMENTS
1	Change diesel powered fire appliances to electricity powered vehicles.
2	Examination of use of all electric, with range extender, fire appliances. Given the relatively short distance covered and the very low duty cycle of Fire Appliances, it seems an ideal fit. There is an added advantage of quietness when responding into residential for false alarm calls.
3	We are doing great work around environmental considerations. [REDACTED] has done a great job and credit to SLT for allowed [REDACTED] to have the freedom to do his work and make improvements without too much resistance for change.
4	I like that you are planning to cut down carbon emissions.
5	Using hydrotreated vegetable oil is a fantastic idea. This could help recycle oils from local businesses (i.e. fish and chip shops) and supports local farmers to grow rapeseed and other crops used to produce oil.
6	Recycling HVO is a good idea.
7	Using Hydrotreated Vegetable Oil (HVO) as fuel is a fantastic idea.
8	Think about future generations.
9	You are taking responsibility.
10	Your plan explains how carbon emissions will be reduced. Some other sections of your plans require the same clarity.
11	Invest in technology and AI.
12	Strongly Agree.
13	UK doesn't get too cold like Finland. UK residents and businesses heat too much. Waste energy.
14	Go electric where possible.
15	Get better deals on energy and fuel.
16	I imagine old buildings cost a fortune to heat and keep warm.
17	Focus on getting firefighters [comment make in reference to Buckley Fire Station].
18	My mum's work has hybrid working which reduces fuel costs and time. You seem to have lots of meetings.
19	It makes good sense to save money where possible doesn't it.
20	Not too sure solar energy is viable [In reference to other energy saving options].
21	New special appliances can help reduce energy and emissions.
22	I think that protecting the environment is extremely important.
23	eco-friendly practices can't come at a cost of efficiency.
24	Carbon neutral has to be the end goal.
25	Just need electric trucks.
26	If using this form of operation [On-call duty system] is much different it might slow down response
27	Is it not possible to have wind turbine on your sites to generate energy and feedback I to the network which could generate income? Lots of wind on the island.
28	Yes, do what you can, but how the heck you controlling what plastic packaging equipment comes in, dirty water you deal with. I guess you raise issues with people in charge.
29	Limited impact until they sort out climate issues in China and India and other places.
30	Your review of specials makes sense to reduce carbon emissions. Some of the old fire engines are not good for carbon emissions and ozone layer etc.

31	The review seems well thought out and deals with all the concerns I have.
32	Strongly agree.
33	Recycle what you can.
34	Agree, but don't get caught up too much recycling stuff that ends up in Land Fill anyway.
35	Can't North Wales fore tap into local farmers who have wind turbines and solar panels.
36	Yes, but is the latest tech reliable. I don't believe you should implement electric cars for your emergency crews.
37	Strongly agree.
38	To save costs and time, be efficient. Gwynedd Council recently sent me and my husband the same letter which is a waste of paper, waste of stamp, additional cost to process the letter and print them off. Try to minimise time and energy and paper.
39	It's good that you care.
40	It's a good approach to make your firefighters take their own rubbish home with them.
41	No comment.
42	I don't have any comments.
43	No comments.
44	Massively important to reduce energy consumption and costs. Be smart and future proof the organisation.
45	Don't buy products that can't be recycled.
46	Adopting eco-friendly practices to cut down on carbon emissions and other environments impacts could cause higher costs.
47	Hard to understand.
48	No, thank you.
49	Service resources should not be spent on EV charging station in an economic environment the tax payers are in at this moment. This could be done in a different time.
50	I don't have a comment.
51	No Comment.
52	It makes sense to go electric or hybrid where possible, but I completely understand fire engine need to be diesel to take on terrain in North Wales and attend incidents for long durations.
53	I support this principle.
54	Neither agree or disagree really.
55	Do whatever you can to do your bit.
56	Protecting and preserving our natural environment for future generations is what any responsible organisation would do.
57	Reduce carbon footprint on the planet.
58	Excellent!

Appendix G

Ref	OTHER AREAS IN RELATION TO THE SERVICE WE PROVIDE – ADDITIONAL COMMENTS
1	I personally don't believe you conduct enough fire safety audits, regularly enough, and take appropriate action when deficiencies are found.
2	Prioritising employee Health and Wellbeing. Also, mention that Safe and Well checks have a fundamental positive impact on the wellbeing of the general public, providing peace of mind.
3	Rural roads network with getting about in summer.
4	Last year, my crew completed over 650 Safe and Well Checks. However, the software we use to log these visits is extremely slow, cumbersome, and inefficient. On average, it takes around 15 mins to input a single visit, often requiring the repeated entry of details that have already been recorded multiple times. This resulted in the crew spending over 160 hours sat at a computer. This time could have been better spent drilling, training, devising and delivering community safety initiatives, conducting 72d inspections, or planning larger-scale exercises to train with our RDS colleagues. Surely, with modern day technology advances such as AI, ICT can solve this issue (Nb. The use of tablets during SAWCs significantly slows down Safe and Well Checks – the issue is the software we use and the method of input).
5	There does not appear to be a clear strategy regarding the Service work concerning Mental health and wellbeing. Also, I don't feel Safeguarding gets the attention and due regard it deserves and recruiting (or develop someone internally) to be a subject matter expert (or a DSL) could help address this issue.
6	Educating parents about children playing and crossing the road.
7	Your services look fine as long as autistic people are considered.
8	Create more whole-time fire stations and have fire appliances driving around the areas much more rather than responding from a station have them patrolling communities this should aid response model.
9	Possibility. Think about how you will promote inclusion for transgender people.
10	Work with local partners to resolve the fly tipping issue. Prevent fires.
11	Consider e-bikes in your prevention work.
12	All staff in your service that engage with the community should link with MIND and other mental health charities
13	Any emerging risks to refugees. Social tensions can cause isolation so engaging can be difficult.
14	Specific sessions that benefit students.
15	HMO's issue I have mentioned throughout the questionnaire.
16	Risks to students and young people.
17	Maybe promote your services through the [Bangor] university.
18	Nope.
19	Specific safety info for students. Post info on student platforms, make it so easy for yourselves, nobody will follow fire service platforms. Reward students for feedback, encourage participation in your research, understand your market.
20	International students.
21	Written information in different languages to aid understanding.

22	Consider volunteers programme.
23	CPR Rescue. Act for first responders in the absence of unavailable ambulance and paramedics.
24	Do the fire stations have solar panels? If not, why not?
25	Lobby for cycle lanes to keep people safe between Queensferry and College [College Cambria, Deeside Campus].
26	You mentioned Buckley are part time, can't they visit care homes and fit smoke alarms and that. The work is there so what's the problem.
27	Responding and preventing.
28	Maybe improve the [your] engagement in rural areas outside the larger towns.
29	Emergency response to knife crimes and other life changing injuries.
30	Not that I can think of.
31	More content creation to spread information to the youth via Tik-Tok and You Tube shorts.
32	Drowning. Too many people die in water.
33	Access to info. North wales fire rescue website looks old and boring.
34	Maximise spaces in fire stations. Let community use the facilities.
35	Need some more fulltime stations down hear Llanberis their closest on is Rhyl.
36	Save money by investing in local people, especially young people. Create more job opportunities for local people.
37	Cars parking and blocking roads, especially in the summer. It's crazy here in the summer with cars parked [either side of road] [blocking access for fire engine].
38	Already mentioned really poor escape route in businesses. Not ramps, narrow spaces. Parked cars right outside doors.
39	Illegal parking restricting access for emergency vehicles.
40	People are living longer so everything that comes with that really. I'm sure you [NWFRS] have everything covered.
41	Responding to big buildings with people high up.
42	Education for the public.
43	Finance. Who you purchase from. Ethnical purchasing from supply chains and suppliers with high standards.
44	Local bus services are very busy, especially when kids get on [School run], but confusion who has right of way on bus pushchairs or wheelchairs, not enough room for a couple of disabled people [with chairs]. I worry about how I would get off a busy bus if there was a crash. Kids stand up and bus drivers don't manage them.
45	Traffic using A5. Traffic in Llangefni.
46	Larger disabled parking areas to account for large taxis and mini buses. Needs to be thought for drop off spaces at venues such as supermarkets, leisure centres, community venues you know. Better management of these venues to stop people parking illegally.
47	Can't think of any.
48	Fulltime firefighters' opportunities in Gwynedd.
49	More education concerning old age.
50	Do you provide services in different languages and BSL?
51	Flooding, excess water, flash floods, dirty water run off fields.
52	Who is responsible for cleaning roads? They need to do better!

53	Lots of things. Wildfire in summer. Kids underestimating risks in water. Local river is shallow, but can change quickly and catch people out, especially if they are not local.
54	Weather.
55	Recruitment in some areas.
56	More prevention activity in the Dolgellau. Limited numbers of staff here currently.
57	No.
58	Quality of life for everyone.
59	Cause and effect of cars/vans parking on paths.
60	To save costs and time, be efficient.
61	Funding cuts to public services. You should have a strong business case to secure extra funding.
62	Mud on roads are a huge risk to other drivers. Farmers left a right mess on the roads this year. don't clean up like they used to do.
63	Water safety talks at Bala lake.
64	Improve female facilities.
65	Do more around speeding. Increased number of farm accidents.
66	Use the leisure centre as much as possible.
67	You need to consult with young children as well. Year 7, 8 & 9 etc. They are the future. They come up with good ideas. Different perspectives.
68	When asking for gender/sexuality, you could just use blank space for everyone to define their preferences using their own words. This approach is inclusive.
69	Water safety risks.
70	Not that I can think of.
71	New or improved areas of work could include working closer with charities and voluntary sector.
72	Terrorist attacks on local venues, MPs offices, places of worship. Consider impact of growth to Wrexham football.
73	Dual role of firefighter and paramedic like they do in USA.
74	No.
75	Not at this moment in time.
76	I think things are going well, so I have no idea what you can say.
77	Provided a list of risks on the front page.
78	Consider becoming an accredited organisation. Forward thinking employers now recognise caring as a barrier to recruitment and retaining existing members of their organisation. These employers recognise that caring will have an increasing impact on their employees and their business as a result. Currently 90% of working carers are aged 30 plus – employees in their prime employment years. The 2021 Census found that the biggest proportion of people caring in Wales are from the 55-59 age group.
79	Fire engine in Penley to cover Overton, Hamner and Bronington. Too much reliance on Whitchurch and other English fire stations.
80	Farms with plans to have fields full of solar panels. Gaps between panels are tight, can you get fire engine to a fire if one broke out in a solar farm?
81	Fire Station in Kimnal Bay? If not, why not?
82	Campaign to ban quad bikes on roads in Urban areas.
83	Animal rescue. Also, mountain rescue services just in case funding gets pulled from current mountain rescue teams.
84	Services appear fine, just be inclusive in how you deliver them.
85	Bulk buy fuel to save costs.

86	Not really.
87	Keep up the good work organising community events.

Appendix H

Ref	EDI Comments
1	In your EqIA: Mental health and wellbeing cover a broad group of people that experience low mood, anxiety, depression etc. - Everyone has mental health and personal wellbeing which can dip from day to day. This should cover everyone, not just a select few with mental health disorders. A comprehensive mapping exercise has identified mental health charities and support groups in all three areas of the service. - What are these 3 areas?? Which Charities? Need to mention the Service support schemes.
2	Whilst the EqIA makes commendable strides in addressing broader inclusivity concerns, it could be enhanced by directly addressing non-binary facilities and the formalisation of time for mental health and wellbeing within the workplace. Whilst the EqIA acknowledges the importance of engaging with the trans and non-binary communities, it does not explicitly address the need for inclusive, non-gendered changing and shower facilities. These facilities are critical for creating a more welcoming and respectful environment for non-binary individuals. Whilst the EqIA mentions mental health and wellbeing as a priority and includes plans for engaging mental health charities and support groups, it does not suggest formalising dedicated time within the working day for mental health and wellbeing activities or regular inclusivity input. Having a structured hour for this would provide firefighters with the necessary time and space to address their mental health proactively, contributing to both their personal wellbeing and operational effectiveness. Regular and topical EDI input can help maintain an inclusive workplace.
3	Still appears to be a huge divide between grey book and green book. Expenses and allowances are not equally approved. CPD and training opportunities don't appear to be available for green book in the same way grey book have huge budgets to develop ops staff. More leadership and management training is required. [REDACTED] does a good job with the resources she has and the conferences that are organised are beneficial. I feel more informal and formal training opportunities are required for green book staff, especially to aid the development of future leaders and it would be an effective way to develop future leaders before they have leadership responsibilities. More focus could be on disability. Although neurodiversity networks and training has been welcomed feature of the Service, not enough is done around physical disability and more drive and leadership needs to come from SLT and leaders
4	Businesses need to think about better support for new staff [from overseas]. We don't know anything [i.e. safety protocols].
5	You mentioned that [the Service] educate children through schools, but what about children that don't go to school? You should look into how the Service cater for home schooled children and those who are excluded.
6	It is good to see North Wales Fire Service at these events [organised by Autism Wales].
7	Recruit more from LGBTQ.
8	Gender equality in its broadest sense. Transphobia is a real thing when you experience it almost every day.
9	Create information in more languages to help those who are not first language Welsh/English.
10	Needs of trans, mental health and disability who often get left behind.

11	How do people without a mobile phone contact fire (i.e. call 999). Phone boxes don't exist anymore. There is a movement towards people not having/using mobile phone devises. Some people cant afford to have a phone either [Socio-economic status].
12	Consider all age groups.
13	All staff in your service that engage with the community should link with MIND and other mental health charities.
14	Mental health and wellbeing.
15	Don't discriminate against people with historic mental health diagnosis.
16	Your equality impact assessment is useful. It is good to see mental health is considered.
17	Refugees have unique needs. It is pleasing that you have thought about us [Refugees and people living in the area that have arrived through the resettlement programme].
18	Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim. One family in the group lost their son last year in a drowning incident in Barmouth.
19	Student considerations. Age, intergenerational factors, values led, neurodivergence, sexuality and gender diversity.
20	Equal investment in all areas of fire safety. Huge gap in HMOs currently.
21	Risks to students and young people.
22	Cultural differences.
23	International students.
24	Inequality and racism.
25	Racism and hate crime
26	Think about the barrier's young adults in HE [University] face and how you can create part time jobs for fulltime students whilst they study.
27	Student population are a unique market with strange behaviours. away from home first time etc.
28	International students.
29	Ensure the Welsh language is developed and maintained.
30	How promotion [Recruitment] targets younger people. [Specific reference to on-call recruitment in Buckley].
31	Inconsistent service in Buckley [Comment made in reference to Buckley being unavailable some of the time].
32	Old people I guess.
33	Consider how you will speak [communicate] with older people [From Polish background that speak very little or no Welsh/English].
34	Your commitment and engagement in rural areas should be equal to everything that happens in larger towns and Wrexham.
35	Improve response in all areas, not just Wrexham and Rhyl.
36	Older people. Limited mobility.
37	Those with physical disabilities and those isolated [lack of social mobility].
38	I think just being mindful as to how people are identifying as and if you get it incorrect just correct yourself, apologise and move on.
39	Entry requirements and removing barriers to joining. Thinking about people that haven't got GCSEs.
40	Access. Resources in Polish languages.
41	More diversity to people that don't fit the stereotypical fire service.

42	Inequality. Not equal access to swimming lessons in schools. Rubbish swimming lesson provision.
43	Bring North Wales fire rescue website up to date.
44	Create jobs for local people. Fire service tends to attract people from England when there are enough local people to choose from.
45	work with local employers to create dual roles.
46	People living longer, but not healthy.
47	We [older people aged 65+] are more likely to fall over. We rarely go out alone which is not the same as being alone [feel she has lost a sense of independence]
48	Lack of access due to poor on street parking
49	Relocation of staff in the future requires careful consideration.
50	Equality to fire cover.
51	BSL Considerations. Deaf. Hearing loss.
52	Ability to access the same services as Caernarfon and Bangor.
53	Thank you for listening to us.
54	People in wheelchairs and power chairs.
55	Access to fire service promptly.
56	Improve female facilities is a common barrier.
57	No comment.
58	Think about all religions.
59	Ensure populated areas don't see a reduction in firefighters, fire appliances or fire stations.
60	Risks to area in response to a terrorist attack or large-scale explosion to fuel station opposite the University or chemical factory on industrial estate.
61	Best value for money. Consider dual role, address CPR and first responder risks when ambulances are stuck at A+E.
62	Procurement and where you purchase items from, where items you purchase are made, modern slavery etc.
63	Good to see gender covered.
64	Carers (paid and unpaid).
65	The fire service has broadly covered ethnicity and you are clearly engaging with us.
66	No equality of service in rural areas east of Wrexham.
67	BSL needs to be embedded through anything.

Appendix I

Ref	COMMENTS RECEIVED OUTSIDE CONSULTATION (Facebook, email etc.)
1	<p>Subject: Community Risk Management Plan 2024 - 2029</p> <p>I write to commend you on the presentation of your "Community Risk Management Plan 2024 - 2029" as published on your website at the following hyperlink. https://www.northwalesfire.gov.wales/media/esphgori/nwfrs-community-risk-management-plan-2024-2029-final.pdf</p> <p>I write to enquire whether the Fire and Rescue Service have undertaken any risk assessments and published guidance on how wind turbine fires on industrial sites in a forestry setting should be managed in Wales.</p> <p>The 10 pre-assessed areas for industrial wind energy sites are outlined in Welsh Government "Future Wales National Pan 2040". The plan is reproduced below in Annex 1 for your convenience.</p> <p>Many of the proposed wind energy projects, now being submitted for planning permission, comprise wind turbines with heights from ground level in the region of 200 metres, creating a challenging environment for the Fire Service, particularly in an upland forest setting. As you are no doubt aware, there have been numerous fires recorded on wind energy sites in various countries. A typical photograph is included in Annex 2 below.</p> <p>I would be grateful if you could give consideration to including details - in your Risk Management Plan - of how any future fire on these industrial sites should be managed to mitigate risk to the general public and site operators.</p> <p>I look forward to your observations at your convenience. Thank you.</p>
2	Here we go again!
3	Are you producing a fire cover review within this at all? Given the chargrin around reducing Wholetime appliances last time it would be good to know



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Community Risk Management Implementation Plan

(CRMIP) Consultation 2025-26

Equality Impact Analysis Report



**ATAL AMDDIFFYN YMATEB
PREVENTING PROTECTING RESPONDING**

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Introduction

This equality Impact analysis report has been developed alongside the service's consultation report concerning its Community Risk Management Implementation Plan (CRMIP) 2025-2026 following the consultation period between 22nd October 2024 and 16th December 2024. Specific engagement with different equality interest groups during the consultation period has helped capture how different people feel about the proposed workstreams, their perceptions in terms of risk and to assess whether any of the proposed plans could place certain groups of people or communities at a disadvantage.

The overarching aim of this equality impact analysis is to highlight specific themes that emerged from the feedback during the CRMIP 2025-26 consultation. From this analysis, potential risks of discrimination can be identified and mitigation can be implemented accordingly. As defined by the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, this analysis will focus on the protected characteristics which fall within the Public Sector Equality Duty (PSED) and within the Socio-Economic Duty in Wales, as well as consideration of any possible implications on the Welsh Language, according to the requirements of the Welsh Language Standards.

Background and Context of the CRMIP Consultation

Under the Local Government (Wales) Measure 2009 and Wellbeing of Future Generation Act 2015, Fire and Rescue services within Wales are required to consult on the arrangements they propose to put in place to secure continuous improvement and the improvement objectives and standards they intend to set themselves.

In June 2024, the service adopted a five-year CRMP (2024-29) with annual implementation plans, based on a strategic framework developed by The National Fire Chiefs Council. The CRMP is intended to assist in transparent and justifiable decision-making and help Fire and Rescue Services identify collaborative opportunities with partner organisations more easily. In developing this plan, there is a requirement to 'effectively consult and engage' (in line with its governance arrangements) with communities, staff and stakeholders at appropriate stages of the community risk management planning process.

The annual CRMIP document identifies the expected risks and challenges that the Service may experience within the next year, so annual consultations enable the Service to review existing risks, but also identify any new and emerging risks.

Equality Impact Analysis (EIA): The Legal Context

The Public Sector Equality Duty (PSED) is part of the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011 and came into force in April 2011.

Section 149 of the Equality Act sets out the main duty and states that authorities must, in the exercise of their functions, “have due regards to the need to” eliminate any conduct that is prohibited by the Act. This includes discrimination, harassment and victimisation related to the ‘Protected Characteristics’ which include:

- Age
- Disability (Including long term health conditions)
- Gender reassignment
- Marriage & Civil Partnership
- Pregnancy and maternity
- Race (Ethnicity)
- Religion or belief
- Sex (Gender)
- Sexual orientation

Whilst ‘marriage and civil partnership’ is also a protected characteristic, under the Equality Act 2010, it is not covered by the PSED in the same manner as the other protected characteristics, listed above and is for the purposes of the duty to eliminate discrimination. It is important to note that Section 1 of the Equality Act ‘Socio-economic duty’ came into force in Wales on 31st March 2021, and this requires the same due regard as the nine protected characteristics listed above.

The Welsh Language (Wales) Measure 2011 is also another legal consideration which has been included in the EIA. In compliance with the Policy Making standards within the Service's Welsh Language Standards compliance notice, it states that consideration should be made of any effects, whether positive or adverse to the Welsh Language. The EIA must include any identifiable effects on the opportunities for persons to use the Welsh language and treating the Welsh language no less favorably than the English language.

The PSED has three main facets, and these are to:

1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard to the need to 'advance equality of opportunity' between those who share a protected characteristic and those who do not includes having due regard to the need to remove or minimise disadvantages suffered by them. Having due regard also means public organisations, such as NWFRS, take measures to meet the needs of such persons where those needs are different from persons who do not have that characteristic, and encourage those who have a protected characteristic to participate in public life.

As an essential part of meeting their PSED, public authorities conduct Equality Impact Analysis. This will be documented through the completion of an Equality Impact Assessment (EqIA). An Equality Impact Analysis is an assessment of a proposed organisational policy, or a change to an existing one so that it can be determined whether the policy has a disparate impact on persons from the protected characteristics. Whilst there is no longer a prescriptive way of doing this, case law has provided guidance in how to undertake an equality impact analysis, namely:

- Ensure there is a written record of the equality considerations that are considered.

- Ensure any decision-making included consideration of the actions that would help to avoid or mitigate any negative impacts on particular equality groups.
- Ensure the decisions made are done so on evidence, and
- Ensure the decision-making process is transparent.

Methodology

Underpinned by the three main facets of the PSED (listed earlier), this report highlights various themes which emerged from feedback in response to the exact same questions that were included online questionnaires and focus groups.

This report and the accompanying Equality Impact Assessment (EqIAs) focus on the equality related findings of the public consultation which was conducted between 22nd October and 16th December 2024.

Approximately 70 different partner organisations and community groups were contacted to help promote the consultation. Amongst these partners included equality interested groups which consisted of community groups, charities and organisations that support specific groups of people (i.e. ethnic minority groups, young people, people living with dementia to name a few). Some equality interest groups were happy to complete and promote the online questionnaire amongst their members, whilst most groups preferred to organise a focus group which enabled them to provide feedback directly. In person focus groups also addressed barriers that some people experience relating to language, limited communication skills, those who are digitally excluded and people that just simply prefer to speak to a person and ask questions.

This report draws together the detail around engagement and consultation activity; the demographics of the NWFRA area, with specific reference to protected characteristics; the potential impact of the proposed activities relating to the five principles, specifically regarding equality of access; and any mitigating factors which will help to manage and mitigate any potential risks associated.

North Wales Fire and Rescue Service Area Demographics

North Wales has a population of circa 687,000 people spread over a geographical area of 2,383 square miles (or 6,172 square kilometres). The region is made up of six counties which include Conwy, Denbighshire, Flintshire, Gwynedd, Anglesey, and Wrexham. It encompasses a diverse landscape, including Eryri National Park, coastal areas, and rural communities. The region is well connected, with major highways, railways, and ports providing access to the rest of the UK and Europe.

The largest city in North Wales is Wrexham, which serves as a hub for commerce and industry, while other major conurbations include Bangor, Caernarfon, Colwyn Bay, Deeside, Llandudno and Rhyl. The region is also home to several universities and colleges, providing a strong talent pool for local and international businesses that are located here. Additionally, the region is a popular tourist destination, attracting visitors from all over the world with its stunning coastline, rich history, and unique culture.

Welsh, as a language for living, remains at the heart of the modern Welsh identity. Enjoying family life, education, work and leisure all through the medium of Welsh is testimony to the importance of the language to the people of Wales.

With regards to the 687,000 people that reside in North Wales, the 2021 Census data¹ states that 22.3% of the population were aged 65 years and over. Out of all local authorities across Wales, Conwy (27.4%) and Anglesey (26.4%) have the highest percentages of people aged 65 years and over. Conwy (1.5%) has the highest percentage of people aged 90 years in Wales.

With intersectionality in mind, it is useful to explore disability and age due to a notable difference in the data between 2011 and 2021, particularly in the younger and older age groups².

¹ Office of National Statistics (2021) Population and household estimates, Wales: Census 2021, Found at:

www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/populationandhouseholdestimateswales/census2021#local-authority-populations-in-wales

² Office for National Statistics (2023b) Disability by Age, sex and deprivation, England and Wales: Census 2021. Found at:

www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/disabilitybyagesexanddeprivationenglandandwales/census2021#:~:text=Source%3A%20Office%20for%20National%20Statistics%20-%20Census%202021,-

For females aged 15 to 19 years, the percentage of disability was 13.3% in 2021, 8.1 percentage points higher than in 2011 and 7.9 percentage points higher than in 2001. This trend continued into the 20 to 24-year age group, where disability prevalence increased substantially, from 6.2% in 2011 to 17.9% in 2021. For males, the increased prevalence of disability in 2021 began at earlier ages; 8.6% of males aged 5 to 9 years were disabled in 2021, compared with 5.6% in 2011 and 6.5% in 2001³.

The population of North Wales is much less ethnically diverse than across England and Wales as a whole and 96.8% of the population identified as “White” in the 2021 Census. In North Wales, the highest proportions of people from “Any other White background” in 2021 were in Wrexham (4.8%) and Flintshire (3.9%) and the lowest found in Anglesey (1.9%)⁴.

Age

The age of an individual, when accompanied with additional factors such as other ‘protected characteristics’ may affect their access to public services. Individuals may also experience discrimination and inequalities because of their age.

The European Social Survey 2012 found that age discrimination was the most common form of prejudice experienced in the UK, with 28% of respondents saying they had experienced prejudice based on age. In this section the age category to which most attention is given is 65+, as this is the age band that faces the most age-based discrimination. Analysis of the 2021 Census data shows that North Wales residents aged 65 or over were more likely than those under 65 to:

- Have a long-term limiting illness.
- Be in poor health.
- Be living on their own.

³ Office for National Statistics (2023b) Disability by Age, sex and deprivation, England and Wales: Census 2021. Found at:

www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/disabilitybyagesexanddeprivationenglandandwales/census2021#:~:text=Source%3A%20Office%20for%20National%20Statistics%20-%20Census%202021,-Embed%20code&text=In%20Wales%2C%2022.3%25%20of%20females,10.4%25%20and%209.5%25%20respectively

⁴ Welsh Government (2022) Ethnic group, national identity, language and religion in Wales - Census 2021, Found at: <https://www.gov.wales/ethnic-group-national-identity-language-and-religion-wales-census-2021-html#:~:text=90.6%25%20of%20the%20population%20identified,to%202.3%25%20in%202011>)

Be without access to a car:

- Be providing unpaid care of 50 hours or more a week.
- Be living in a household without central heating.

People aged 50 or over were more likely than those under 50 to:

- Be living on their own.
- Be isolated and excluded.
- Be providing unpaid care, and
- Have no qualifications.

The ageing population will have financial and resource implications, as this will likely to be the age at which the health and social care needs of individuals will increase.

Disability

Under the Equality Act 2010, a person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. This is consistent with the Census definition of a limiting long-term health problem.

According to 2021 Census data, North Wales has 20.7% of the total population reporting a disability and/or long-term health condition. The national average in Wales is 21.1% and for comparison purposes 17.7% in England⁵.

Disability and age are closely related, with older people being more likely to be disabled. In North Wales, Census 2021 data shows that the age group with the highest proportion of people with below average health are those ages 65 and over (12.5%), with the lowest proportion in those aged 15 years and under (0.5%). This was seen in all local authorities with some minor variation in the percentages.

⁵ Office for National Statistics (2023c) Disability, England and Wales: Census 2021. Found at: [www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20Wales%2C%20in%202021%2C%20a,\(23.4%25%2C%20696%2C000\)](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/bulletins/disabilityenglandandwales/census2021#:~:text=In%20Wales%2C%20in%202021%2C%20a,(23.4%25%2C%20696%2C000))

In North Wales, the highest percentage within the population aged 17 years or under with below average health were aged 16 to 17 years (1.2% of this population), and the lowest percentage in North Wales was in those aged 2 years and under (0.3% of this population). There was some variation in the local authorities although the highest percentage was in those aged 16 to 17 years in all local authorities except Denbighshire where the highest percentage was in those aged 15 years (1.7% of this population). It is not possible to compare this data with the data included in the previous report as an alternative data source was used.

Gender

According to the Census 2021 data, the North Wales population by gender is 51% female and 49% male. When combined with additional factors such as living alone, employment status, financial income, health and social care needs, research suggests that one's gender can have disproportionate outcomes. People are disproportionately affected by their gender when different concepts are explored which include Hate crime and domestic abuse⁶, gender pay gap and financial income⁷, accessing health care⁸, mental health⁹, domestic abuse¹⁰ and individuals may also experience discrimination and inequalities because of their gender¹¹.

Sexual Orientation

Sexual orientation is an umbrella term covering sexual identity, attraction, and behaviour. According to Stonewall¹², approximately 7% of people identify as having a sexual orientation that involves being attracted to people of more than one gender.

⁶ Stop Hate (2023) Gender Based Hate Crime, Found at www.stophateuk.org/about-hate-crime/gender-based-hate-crime/

⁷ ONS (2022) Gender Pay Gap 2022, Found at www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/bulletins/genderpaygapintheuk/2022

⁸ WHO (2023) Gender and Health, Found at www.who.int/news-room/questions-and-answers/item/gender-and-health

⁹ Mental Health Foundation (2023) Men and Mental Health, Found at www.mentalhealth.org.uk/explore-mental-health/a-z-topics/men-and-mental-health

¹⁰ ONS (2021) Domestic Abuse Victims, Found at www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/articles/domesticabusevictimcharacteristicsenglandandwales/yearendingmarch2022

¹¹ CIPD (2023) Gender Equality Work, Found at www.cipd.org/uk/views-and-insights/cipd-viewpoint/gender-equality-work/

¹² Stonewall (2022) Rainbow Britain Report, Found at: www.stonewall.org.uk/system/files/rainbow_britain_report.pdf

According to the Census 2021¹³, 89.4% of the Welsh population identify as heterosexual or straight, 7.6% of the population 'did not answer', with 3% of the population identifying as Gay, Lesbian, Bisexual or 'other'.

Research investigating people's experience of accessing public services has found that people that identify as Gay, Lesbian, Bisexual or an orientation other than heterosexual, often involves inequality and restricted access. Although there is very limited research on fire and rescue services, restricted access has been highlighted in various public services including health care¹⁴ and Police and Local authorities¹⁵.

Gender Reassignment

Gender reassignment is defined by the Equality Act 2010 as a person who is proposing to undergo, is undergoing or has undergone a process (or part of a process) for the purpose of reassigning their sex by changing physiological or other attributes of sex. This means an individual does not need to have undergone any treatment or surgery to be protected by law. Evidence shows that when transgender (41%) and/or non-binary (31%) people reveal their gender variance, they are exposed to a risk of discrimination, bullying and hate crime¹⁶.

67% of transgender people and 70% of non-binary people had experienced depression in the past year¹⁷. Almost half of the people who identified as transgender (46%) thought about taking their own life in the past year; 60% thought their life was not worth living; and 12% had made a suicide attempt.

¹³ ONS (2021) Sexual Orientation, Age and Sex in England and Wales, Found at: www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/articles/sexualorientationageandsexenglandandwales/census2021

¹⁴ Stonewall (2018) LGBT+ in Britain Report 2018, Found at: www.stonewall.org.uk/system/files/lgbt_in_britain_health.pdf

¹⁵ Stonewall (2017) LGBT+ in Britain: Hate Crime, Found at: www.stonewall.org.uk/system/files/lgbt_in_britain_hate_crime.pdf

¹⁶ Stonewall (2018) LGBT+ in Britain: Trans Report, Found at: www.stonewall.org.uk/system/files/lgbt_in_britain_-_trans_report_final.pdf

¹⁷ Manchester University (2018) Found at: <https://sites.manchester.ac.uk/carms/2020/06/17/gender-identity-why-are-transgender-and-non-binary-people-more-at-risk-of-suicide/>

By comparison, it is estimated that around 20% of the general population experience suicidal feelings in their lifetime¹⁸ and around 13% self-harm¹⁹. Therefore, transgender and non-binary people are at a much greater risk of a range of suicidal experiences, as they face mental health problems and suicidal experiences at significantly higher rates than the general population, especially amongst younger people^{20,21}.

Research has also found that trans and/or non-binary people encounter significant difficulties in accessing and using health and social care services due to staffs' lack of knowledge and understanding and sometimes prejudice²².

Research carried out by Stonewall²³ found that a quarter of health and social care staff were not confident in their ability to respond to the specific care needs of trans and/or non-binary people patients and service users.

An increasing number of trans people are accessing Gender Identity Clinics; it is unclear if this represents an increase in the trans population or an increasing proportion of the trans population accessing Gender Identity Services²⁴.

Whilst there are no official estimates of gender reassignment at either national or regional level, Stonewall estimate²⁵ that around 1% of the population identify as trans, including people identifying as non-binary. Therefore, a logical estimation would suggest between 6,000 and 7,000 people in North Wales are experiencing some degree of gender variance.

¹⁸ Time To Change (2020), Suicidal feelings, Found at: <https://www.time-to-change.org.uk/about-mental-health/types-problems/suicidal-feelings#toc-2>

¹⁹ Selfharm UK (2020) Self-harm statistics, Found at: <https://www.selfharm.co.uk/get-information/the-facts/self-harm-statistics>

²⁰ Stonewall (2017) School Report, Found at: www.stonewall.org.uk/resources/school-report-2017

²¹ Transgender Trend (2016) The Suicide Myth, Found at: www.transgendertrend.com/the-suicide-myth/

²² Royal College of Nursing (2020) Fair Care for Trans and Non-Binary, Found at: www.rcn.org.uk/Professional-Development/publications/rcn-fair-care-trans-non-binary-uk-pub-009430

²³ Stonewall (2018) LGBT+ in Britain: Trans Report, Found at: www.stonewall.org.uk/system/files/lgbt_in_britain_-_trans_report_final.pdf

²⁴ LGBT Foundation (2017) Transforming Outcomes A review of the needs and assets of the trans community, Found at: <https://dxfy8lrzbpwv.cloudfront.net/Files/acd2bcc5-a2d4-4203-8e22-aed9f4843921/TransformingOutcomesLGBTFdn.pdf>

²⁵ University of Bristol (2018) Ensuring trans people in Wales receive dignified and inclusive health and social care in later life: The Trans Ageing and Care (TrAC) project, 2016-18, Found at: www.bristol.ac.uk/policybristol/policy-briefings/trans-ageing-and-care-project/

Pregnancy and Maternity

The Equality Act 2010 protects people who are pregnant, have given birth in the last 26 weeks (non-work context) or are on maternity leave (work context) against discrimination in relation to their pregnancy.

In the past 20 years, North Wales range between 7,086 and 7,826 live births each year. Over this period, the largest proportions of these deliveries were in the 25 to 29-year-old age group. The second largest proportion of births were in the 30 to 34-year-old group, whereas the over 40's group were the lowest. Over the past two decades, teenage births have made up between 4.7% to 9.6% of overall births in North Wales each year. With exception of the occasional year, teenage births have reduced year-on-year since 2003.

Race

The Equality Act 2010 states that race includes colour, nationality, ethnic or national origin. 96.8% of people in North Wales identify as White Welsh/British. Asian or Asian Welsh/British was the second largest ethnic group (1.4%), followed by mixed or multiple ethnic groups (1.1%), other ethnic group (0.4%) and Black, British Welsh/British, Caribbean or African (0.3%).

The population of North Wales is much less ethnically diverse than across England and Wales as a whole and 96.8% of the population identified as "White" in the 2021 Census. In North Wales, the highest proportions of people from "Any other White background" in 2021 were in Wrexham (4.8%) and Flintshire (3.9%) and the lowest found in Anglesey (1.9%).

The COVID-19 pandemic had a disproportionate impact on people from ethnic minority communities and recently the Welsh Government²⁶ highlighted that highlighted many people, including those who were born in Wales, still experience racism on a regular basis.

²⁶ Welsh Government (2022) Anti-Racism Action Plan, Found at: www.gov.wales/sites/default/files/publications/2022-06/an-introduction-to-an-anti-racist-wales.pdf

²⁷ Equality and Human Rights Commission (2016) Healing a divided Britain, Found at: www.equalityhumanrights.com/sites/default/files/2021/healing-a-divided-britain-august-2016.pdf

An Equality and Human Rights Commission report²⁷ from 2016 highlighted various issues that are still relevant in 2023 for people from ethnic minority groups that continue to experience discrimination and inequality in education, employment, housing, pay and living standards, health, and the criminal justice system.

Amongst people aged 65 and over, Asian/Asian British people and Black African/Caribbean/Black British people were more likely than people from other ethnic backgrounds to have a long-term limiting illness and to be in poor health.

People of Gypsy or Irish Traveler origin were considerably more likely to be in poor health compared with all other ethnic groups (15.9% of Gypsy/Irish Travellers compared with 4.6% of White British people). Gypsies and Travellers are still regarded as having the poorest health and lowest life expectancy in the UK.

Households headed by people from 'other White', mixed/multiple, Asian/Asian British, Black African/Caribbean/Black British and 'other' ethnic backgrounds were all more likely than households headed by people from White British backgrounds to have fewer bedrooms than was required. People from mixed/multiple and Black African/Caribbean/Black British backgrounds were more likely than other ethnic groups to live in social housing. People from White British and White Irish backgrounds were less likely than other ethnic groups to be living in private rented housing.

People from all groups which were not White British were more likely than White British people to be living in a household without access to a car or van. Amongst people aged 25-34, people from White backgrounds were less likely to be unemployed than people from Black and Minority ethnic backgrounds. Amongst people aged 25-34, people from White Irish and Asian/Asian British backgrounds were more likely to have level 4 qualifications (a degree or higher) than White British people, whilst people from Black African/Caribbean/Black British, 'other' White, and 'other' ethnic backgrounds were less likely than White British people to have this level of qualification.

Amongst people aged 16-24, people from mixed multiple, White Irish, 'other' White and 'other' ethnic backgrounds were all more likely than people from White British backgrounds to have no qualifications. In the same age group, people from Asian/Asian British backgrounds were less likely than White British people to have no qualifications. The percentage of people in this age group with no qualifications was similar for Black African/Caribbean/Black British people and White British people.

Amongst people aged 25-49, people from White Irish, White British and 'other' White backgrounds were less likely to be unemployed than people from Black and Minority ethnic backgrounds. Amongst people aged 25-49, White Irish and Asian/Asian British people were more likely to be in higher managerial, administrative and professional occupations than White British people, whilst people from Black African/Caribbean/Black British, 'other' White, mixed/multiple, and 'other' ethnic backgrounds were less likely than White British people to be in such occupations.

Religion and/or Belief

According to the 2021 Census²⁸, Christianity is the most common religion within all ages in North Wales and represents 49.8% of the population. Whilst the next main group stated they had no religion at 41.7%, statistics show 1.8% of the population account for people who follow Buddhist, Hindu, Jewish, Muslim and Sikh religions. 6.7% of people chose not to state their religion or belief.

In summary, North Wales has a higher proportion of people who are Christian, have no religion, or have not stated a religion than the national figures. In contrast it has a lower proportion of people who follow a religion other than Christianity, which reflects the ethnic composition of the religion.

²⁸ Office for National Statistics (2021) Religion, England and Wales: Census 2021 Found at: www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/religion/bulletins/religionenglandandwales/census2021

Marriage and Civil Partnership

As mentioned earlier in the report, marriage and civil partnership do not fall under the PSED in the same way as the other protected characteristics, however the Equality Act 2010 does protect individuals who are in a civil partnership, or marriage, against discrimination. The Service has considered this protected characteristic in the same way, mainly because a person's relationship status is one of the many factors that may place them at more 'risk' of fire in the home. For example, if people live alone, they are more at risk of experiencing fire in the home. People aged 65 and over that live alone are at even further risk.

Evidence suggests being married is associated with better mental health²⁹, and physical health³⁰. There is less evidence on the benefits of being in a civil partnership, but it is likely the benefits will also be experienced by people in similarly committed relationship such as civil partnerships. Where heterosexual couples differ from couples in same-sex relationships and civil partnerships, they experience hate crime, discrimination, and victimisation because of their sexual orientation³¹ and this is likely to negatively impact on their mental wellbeing and sense of safety. This may also relate to a lack of public recognition and a consistent social framework on which such relationships can be built³².

Across older age groups, both men and women living as a couple were more likely to be in very good or good health compared to those not living as a couple, regardless of whether those not living as a couple lived with other people³³.

²⁹ Kiecolt-Glaser, J. K. & Newton, T. L. (2001) Marriage and health: his and hers. *Psychological bulletin*, Vol 127(4), 472.

³⁰ Johnson, D.R. & Wu, J. (2002) An empirical test of crisis, social selection, and role explanations of the relationship between marital disruption and psychological distress: A pooled time-series analysis of four-wave panel data. *Journal of marriage and family*, Vol 64(1), 211-224.

³¹ King et al (2003) Mental health and quality of life of gay men and lesbians in England and Wales: controlled, cross-sectional study. *The British Journal of Psychiatry*, Vol 183(6), 552-558. ³² King, M. & Barlett, A. (2006) What same sex civil partnerships may mean for health Found at: www.ncbi.nlm.nih.gov/pmc/articles/PMC2465551/

³³ Office of National Statistics (2021) People Population and Community, Found at: www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/ageing/articles/profileoftheolderpopulationlivinginenglandandwalesin2021andchangessince2011/2023-04-03

³⁴ Office of National Statistics (2021) People Population and Community, Found at: www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/ageing/articles/profileoftheolderpopulationlivinginenglandandwalesin2021andchangessince2011/2023-04-03

As you would expect, people aged 16-24 are the most likely to be single, while those aged 65+ are the most likely age group to be widowed or a surviving partner from a same sex civil partnership³⁴. Same sex civil partnerships are most common amongst 35–49-year-olds, where they account for 0.2% of the total age group. The proportion of people that are married, separated or divorced increases with age, until 65+ when it begins to fall, to consider the increasing proportion of people who have lost a partner.

Welsh Language Considerations

According to the 2021 Census³⁵, significantly, the highest percentages of Welsh speakers in Wales can be found in the North Wales counties of Gwynedd (64.4%) and Anglesey (55.8%). North Wales as a region is home to over a third of Wales' Welsh speaking population.

The Service is committed to promoting and facilitating the use of Welsh as a language of the workplace and community, and reports on this annually as required under the Welsh Language (Wales) Measure (2011). Alongside this, the Service supports the Welsh Government's 'Cymraeg 2050' Welsh language strategy with the target of a million Welsh speakers by 2050 (Welsh Government, 2017). The strategy aims to increase both the number of Welsh language speakers and to create favourable conditions for this to happen, including increasing the use of Welsh within the workplace across all sectors. More information is published in the Equalities and Human Rights Commission monitoring report [click here](#).

Socio-economic Considerations

According to the Census 2021, some of the most deprived areas in Wales are concentrated in North Wales coastal and border towns^{36,37}.

³⁵ Welsh Government (2022) Welsh Language in Wales, Found at: www.gov.wales/welsh-language-wales-census-2021-html

³⁶ Welsh Government (2022) Analysis of population characteristics by area deprivation (Census 2021), Found at: www.gov.wales/analysis-population-characteristics-area-deprivation-census-2021-html

³⁷ Welsh Government (2021) Young people not in education, employment or training (NEET): April 2020 to March 2021. Found at: www.gov.wales/sites/default/files/pdf-versions/2021/9/2/1632824878/young-people-not-education-employment-or-training-neet-april-2020-march-2021.pdf

These areas include Rhyl and Kinmel Bay. In Rhyl Southwest, around 70% of households are affected by deprivation according to the map. Other areas, such as Abergele, Denbigh West and Gronant also have some high rates of deprivation, at around 60%. Around 50% of homes are affected by at least one type of deprivation in St Asaph, Dyserth and Mostyn. Caia Park Community in Wrexham lies within the 10 most deprived areas for the income, education and community safety domains. Other deprived areas include coastal communities across Flintshire such as Deeside, Delyn and Alyn. Comprehensive engagement was conducted in these deprived areas and a full breakdown is provided in full consultation report.

North Wales (14.4%) has the highest proportion of young people (aged 16 to 24) who are Not in Employment, Education or Training (NEET), when compared to 13.1% in South Wales who have the lowest³⁸. With intersectionality in mind, 55.8% (26,600) of males aged 16 to 24 years old were NEET, compared to 44.2% (21,100) of females aged 16 to 24. Disabled young people are more likely to be NEET than young people that are not disabled and the proportion of disabled people who are NEET rises from 18.1% at age 16 to 18 to 41.2% at age 19 to 24³⁹.

The employment rate for people aged 16 to 64 in Wales was 73.0% in the year ending March 2023, down 0.6 percentage points on the previous year⁴⁰. Unemployment rates differ across North Wales with Gwynedd (26.4%), Denbighshire (26.1%), Conwy (24.2%), Anglesey (22.6%) (Wrexham (22.1%) and Flintshire (21.3%)⁴¹.

³⁸ Welsh Government (2023) Participation of young people in education and the labour market: 2021 and 2022 (provisional), Found at: www.gov.wales/participation-young-people-education-and-labour-market-2021-and-2022-provisional.html

³⁹ Welsh Government (2022) Young people not in education, employment or training (NEET): April 2020 to March 2021, Found at: www.gov.wales/young-people-not-education-employment-or-training-neet-april-2020-march-2021.html

⁴⁰ Welsh Government (2023) Labour market statistics (Annual Population Survey): April 2022 to March 2023. Found at: www.gov.wales/labour-market-statistics-annual-population-survey-april-2022-march-2023.html

⁴¹ Welsh Government (2023) Labour market statistics (Annual Population Survey): April 2022 to March 2023. Found at: www.gov.wales/labour-market-statistics-annual-population-survey-april-2022-march-2023.html

⁴² Joseph Rowntree Foundation (2020) UK Poverty Report 2019/20. Found at: www.jrf.org.uk/report/uk-poverty-2019-20

⁴³ Welsh Government (2019) Most children in poverty living in working households. Found at: www.gov.wales/most-children-poverty-living-working-households-new-report

⁴⁴ Office of National Statistics (2021) Household deprivation variable: Census 2021, Found at: www.ons.gov.uk/census/census2021dictionary/variablesbytopic/demographyvariables/census

Employment (or working) does not preclude experiencing poverty and deprivation. Low-paid work is the biggest contributor to in-work poverty as it makes it very difficult to escape poverty, mainly because some people don't get paid enough or there are not many well-paying jobs in a particular area⁴². Pay gaps and in-work poverty affect certain groups much more than others and the risk of in-work poverty is greater for disabled and ethnic minority workers⁴³.

In terms of health, a household is classified as deprived if any person in the household has general health that is bad or very bad or is identified as disabled⁴⁴. A breakdown of disability can be found in the relevant section on page 9, it is worth noting that 21.1% of the North Wales population have a disability and/or long-term health condition⁴⁵. Although, Gwynedd (18.1%) is one of the local authorities with the lowest proportion of disabled people in Wales, the average percentage of disabled people across the region is higher than other parts of the UK. With intersectionality in mind, 22.3% of females and 19.8% of males were disabled. The percentage of those who were limited a little was 11.9% for females and 10.3% for males. A higher proportion of females than males indicated that they were limited a lot; 10.4% and 9.5% respectively⁴⁶.

With intersectionality in mind, there is a direct link between the cost-of-living crisis and health with 60% of people in Wales saying that their health has worsened due to rising costs⁴⁷.

[s2021/householddeprivation#:~:text=A%20household%20is%20classified%20as%20deprived%20in%20the%20health%20dimension,or%20illnesses%20are%20considered%20disabled](#)

⁴⁵ Welsh Government (2023) Health disability and provision unpaid care Wales Census 2021, Found at: www.gov.wales/health-disability-and-provision-unpaid-care-wales-census-2021-html

⁴⁶ Office of National Statistics (2021) Disability by age, sex and deprivation, England and Wales: Census 2021, Found at: www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/disability/articles/disabilitybyagesexanddeprivationenglandandwales/census2021#:~:text=In%20England%2C%2018.7%25%20of%20females,19.8%25%20of%20males%20were%20disabled.

⁴⁷ National Health Service (2022) 60 per cent of people in Wales say their health has worsened due to rising cost of living. Found at: www.nhsconfed.org/news/60-cent-people-wales-say-their-health-has-worsened-due-rising-cost-living

Life expectancy is an important consideration when exploring living standards and health. In Wales, life expectancy at birth was 82 years for women and 78 years for men for 2018-20⁴⁸. This was a slight reduction for both males and females, following higher death rates in 2020 during the COVID-19 pandemic. Healthy life expectancy was 62 years for females and 61 years for males in 2018 to 2020.

Welsh Government statistics⁴⁹ suggest the highest life expectancy for women in North Wales was 83.1 years in Conwy and Gwynedd, while in men it was Gwynedd (79.5). The lowest life expectancy for women in North Wales was in Denbighshire (81.1) and in men it was Denbighshire and Wrexham (78.3).

⁴⁸ Welsh Government (2022c) Wellbeing of Wales, 2022. Found at: www.gov.wales/wellbeing-wales-2022-healthier-wales-html#:~:text=Life%20expectancy%20at%20birth%20was,males%20in%202018%20to%202020

⁴⁹ Welsh Government (2022c) Wellbeing of Wales, 2022. Found at: www.gov.wales/wellbeing-wales-2022-healthier-wales-html#:~:text=Life%20expectancy%20at%20birth%20was,males%20in%202018%20to%202020

Engagement and Consultation with Specific Equality Groups

A series of Equality, Diversity and Inclusion focus groups were organised in partnership with equality interest groups across North Wales. During each focus group, an overview of the CRMIP was provided and feedback was captured in line with the same questions listed in the consultation questionnaire. This approach ensured the questions posed to the community members were consistent, and feedback could be compared and contrasted.

A total of 24 focus groups were organised in partnership with equality interest groups, which included community and youth groups, charities and specific departments within local authorities that supported people that are traditionally more 'at risk' of fire and other emergencies. 23 focus groups took place in person in Flintshire (x 9), Gwynedd (x 7), Denbighshire (x 4) and Wrexham (x 3). 1 online focus group was organised for a charity that cover North Wales. While no focus groups were specifically requested in Conwy or Anglesey during this consultation, people from these areas participated in the focus groups that were organised.

Consultation questionnaires were completed during the focus groups and scribes assisted some people who were unable to write. Some attendees chose to take a copy of the CRMIP 2025-26 and questionnaire with them to complete and return at a later stage. Focus groups are a very effective way to capture feedback, especially amongst people who know very little about the fire and rescue service as they are able to ask questions and query information that is not clear.

Although 279 people responded to the consultation, some of the respondents were providing feedback on behalf of a much wider group of people (i.e. their 'community' group or charity). Amongst the 24 focus groups, over 1,000 people were engaged and represented in the feedback that was provided.

Summary of the Findings of the Equality Impact Analysis

Equality related themes relating to all five principles has been included in the relevant sections. Feedback has been summarised below and mitigation can be found in **BOLD**. Please note that detailed action plans sit behind many of the 'mitigation' summaries provided.

People Principle

Developing diverse teams: There was a strong consensus amongst respondents that recruiting and developing diverse teams adds value and helps deliver inclusive services. There was some specific reference to age, ethnicity, disability, gender and sexual orientation.

Mitigation: To ensure the service attracts and recruits talented people from all backgrounds, a range of communication methods are adopted and specific interventions are developed to target people from groups that are underrepresented in the workforce. The service also reviews its recruitment practices on a regular basis to ensure best practice is adopted.

Language and cultural barriers: Concerns were raised about different ethnic minority groups experiencing language barriers regarding recruitment and how religious and cultural practices could clash with recruitment activity.

Mitigation: Recruitment activity take place in response to the demands of the service, although the recruitment of firefighters is ongoing which presents multiple opportunities for people to apply around specific key dates in the annual calendar.

Addressing the issue of fulltime and on-call recruitment: Some respondents felt the service should improve the way it recruits people into on-call roles to provide more effectively emergency cover. There was specific reference to improving emergency cover in all locations, but feedback from various stakeholders suggested south Gwynedd was a particular concern. There was particular concern for the lack of fulltime employment opportunities for people living in Gwynedd who are currently unable to work fulltime in the area they live.

Mitigation: In partnership with multiple stakeholders, the service is conducting a review of its emergency cover and the outcome of the review will determine future duty systems and fire cover arrangements to ensure the best possible fire cover is provided.

Entry Requirements: The topic of entry requirements and criteria to join the Service as a Firefighter and across different Corporate Service roles emerged during the consultation. People in various areas of North Wales were concerned that the Service could be missing out on talented people because entry requirements that include GCSE grade 4 or above (or 'C' or above under the previous grading system), other formal qualifications and the need to have a full driving license excludes many talented and capable people from joining.

Mitigation: Feedback will be passed on the Service's Organisational Resource Committee and People and Development Group to consider, and every effort will be made to adjust entry requirements and promote inclusion where possible.

Prevention Principle

Safe and Well Provision: There was huge support for Safe and Well checks (SAWC), although some equality groups felt the service should increase the number of Safe and Well checks we conduct. Many respondents reported concerns that disabled people, including those with health conditions and older people are at an increased risk regarding fire and emergencies due being isolated, having limited mobility and often unable to escape an emergency situation quickly and independently.

Mitigation: The Service has increased the number of SAWC in 2024/25 and due to an evidence-based points scoring criteria that is used to prioritise which people will receive a SAWC, often includes disabled people and older age groups. With regards to independence, people that live alone also score additional points which ensures a holistic view is taken.

People living longer, but not always living healthier: Many respondents raised concerns relating to an aging population, mainly around the fact people are living longer, but not living healthier. Concerns relate to a growing number of people being more at risk of slips, trips and falls, with particularly reference to people living with dementia. Many respondents also highlighted people that live alone were more vulnerable if they fall or get injured, while increased number of people feeling lonely and isolated was mentioned multiple times in various focus groups.

Mitigation: This feedback will benefit the prevention team and many partner agencies that include charities and public services that work collaboratively to address social care, health and safety concerns. This information (i.e. people live alone, disabled, older people) also reinforces the Service's approach and criteria 'high priority' groups that receive a Safe and Well Check.

Blocked and restricted access to paths and walkways: Various disabled people and older people with restricted mobility raised concerns about paths and walkways that are often blocked by parked cars, vans and other vehicles. The main issue is access, especially for wheelchair users and people with pushchairs who have to enter busy roads to pass parked vehicles. Issues of vehicles blocking dropped curbs were also highlighted.

Mitigation: This feedback will benefit the prevention team who can work with partner agencies that work collaboratively to address concerns relating to road and public safety.

Increase in mental health and wellbeing: Individual respondents and local charities raised their concerns regarding the increase in cases of adverse mental health and wellbeing in the region. Many respondents felt that people with poor mental health are at an increased risk of accidents, fire, other emergencies, self-harm and suicide ideation. Respondents also pointed out that people that live alone are particularly vulnerable.

Mitigation: The Service use mental health (and living alone) within the criteria that helps prioritise those who receive a Safe and Well Check. The Service also signpost (and in some cases, refer) members of the community that they feel can benefit from professional advice and support regarding their mental health and wellbeing. The Service also promote useful resources and information through the delivery of services and through specific campaigns.

Language and cultural barriers: Suggestions were made by different ethnic minority groups concerning how the Service considers language barriers, religious and cultural practices. Some ethnic minority groups felt the Service could improve the way it engages with them to ensure key safety messages are received and acted upon.

Mitigation: This feedback will benefit the Prevention Team and they review their campaigns and associated community engagement annually. Planned activity is shaped around safety campaigns and new and emerging trends. This holistic approach ensures the services is identifying risk and developing safety messages to help prevent associated emergencies.

People living in poverty: Some respondents referred to themes that relate to lower socio-economic status including people that may be an increased risk due to poverty and deprivation. Discussions related to people living in poor living conditions was raised, but it was unsure whether the conditions were as a result of individual lifestyle choices or the condition of the physical buildings, potential to heat their property or other factors outside the control of the individual.

Mitigation: Although the Prevention team have excellent awareness of the current trends regarding risk in domestic properties, further engagement and research will be beneficial. Specific campaigns and projects have been designed to protect people, prevent various types of emergencies alternatives and refer people who are in need to external partners (i.e. food banks, financial advice, care support).

Inequality and Disproportionate Impact on Women: Consultation with women and gender-based charities highlights a growing concern that women are disproportionately impacted by domestic abuse/violence. Women are also disproportionately impacted when they are sentenced to jail as they often lose their employment, homes and access to their children. Many women have no alternative and they fall back into their abusive relationships because of the lack of support and provision available for them to start a new life. These situations are likely to cause some women adverse mental health and those that end up homeless become at an increased risk of emergencies.

Mitigation: As an emergency service that works hard to prevent emergencies, we will work closely with women support groups and gender-based charities to monitor the situation to ensure key safety messages are reaching women in abusive relationships and people at risk of homelessness.

Concerns relating to Road Safety: Respondents, especially disabled people and older people were deeply concerned about road safety. There was specific reference to people driving whilst being on their phones, 20mph speed restriction being effective, but also some drivers still speeding, modern agriculture vehicles taking too much space up on the roads and late harvest this year has left mud on the roads. Particularly concern in central parts of Denbighshire concerning tractor drivers using phones whilst driving.

Mitigation: This feedback reinforces many points that were raised during the initial CRMP consultation in April 2024. This feedback will benefit the prevention team and partner agencies that work collaboratively to address concerns relating to road and public safety.

New and Emerging Technologies: Many respondents were concerned about e-bikes and e-scooters in terms of fire risk, but also how they are hazards on pathways, roads, but also a fire risk in the home. Although concerns were raised in various areas, particular concerns were raised in Bala, Rhyl and Wrexham.

Mitigation: This feedback will add the growing numbers of reports which enables the service to assess concerns raised by the public and incidents data which informs risk, response and prevention activity.

Protection Principle

Strong support for the protection work: The majority of respondents felt the service's protection team add value, and a risk-based approach helps ensure local businesses are safe, and they promote public safety.

Mitigation: Through a risk-based inspection programme and referrals, the service advises local businesses accordingly, thus holding landlords and business owners to account for potential and actual risks to public safety.

Limited space in business settings: Respondents, particular disabled and older people highlighted concerns at various businesses across North Wales. The inability to escape a shop in an emergency was mentioned several times. 'So called *physical modifications*' to supermarkets and shops since the Covid-19 pandemic was particularly concerning because some changes appear to have negatively impacted on access.

Mitigation: The Service's Protection team collate intelligence on an ongoing basis to assess risk. This feedback can be shared with partner agencies and local businesses to consideration and assess.

Specific concerns in Supermarkets: Several respondents raised concerns about their perceived inability to escape fire or emergency situation in supermarkets, particularly the large stores where respondents have seen a huge reduction of staff which impacts the potential support they would require in an emergency situation. Also, many respondents felt that staff who restock shelves use large cages which block access and restrict ability to escape, mostly because there is a fear everybody would dash for the exit in an emergency and leave older people and disabled people behind.

Mitigation: The Service's Protection team collate intelligence to assess risk. This feedback can be shared with partners agencies and local businesses to consideration and assess.

Infrastructure and accessibility concerns: Feedback suggests many people across North Wales experience access issues getting in and around shops, often older buildings, with steps on the entrance (or exit) and narrow access inside. There were particular concerns for the limited number of accessible parking in supermarkets and other private business settings. Several respondents across North Wales felt strongly that having to park in the main car park away from the main entrance increases the risk of falls, being hit by a vehicle and undermines the need to have blue badge. Parents with disabled children, disabled people, especially those amongst the older age groups where particularly concerned.

Mitigation: The Service's Protection team collate intelligence which help assess risk. This feedback can be shared with partners agencies and local businesses to consideration and assess.

New and Emerging Technologies: Many respondents were concerned about the fire risk relating to e-bikes and e-scooters, especially in shared accommodation and housing. Other electrical items such as power chairs were mentioned, particularly in terms to how they are stored in buildings such as Houses in Multiple Occupation (HMOs), care and residential homes.

Mitigation: The Service collate intelligence which help assess risk, plus checks within the current inspection framework identify risks and safety measures involving electrical goods. Any specific reports and referrals are followed up by the Protection team.

Response Principle

Population aging: With a significant portion of North Wales' population aged 65 and over, concerns were raised during the consultation regarding response times, particularly in rural geographical areas where slower emergency response times might affect their safety. There was general support for another review of emergency cover provision, strong support to extend the current provision in Gwynedd, ideally more full-time positions and several individuals proposed building new fire stations as a way of improving cover in both rural and urban areas.

Mitigation: The Service have a working group that are focused on devising viable options to ensure all areas of North Wales have effective fire and emergency capability in terms of response.

Disability and age: Feedback suggests an increasing prevalence of disability in different age groups, which could affect emergency response needs and the ability of certain individuals to escape during emergencies, such as fires. More than half the respondents aged over 65 were disabled with limited mobility and reduced ability to escape from an emergency situation. The increase of people with long term health conditions and obesity were also raised as concerns.

Mitigation: The service target older people, disabled people and those that meet other criteria to receive Safe and Well checks which enable people to receive advice of how to escape a building safely and quickly, as well as fire detection systems that are installed to alert them of fire at the earliest possible stage. With regards to responding and rescuing people who are obese, the Service are reviewing its current fleet of special vehicles with the view of purchasing new purposeful vehicles that ensure bariatric rescues are possible in the future.

General support to review specialist vehicles: A small number of respondents specifically highlighted their support for the service to conduct a review into our fire appliances and specialist vehicles. Specific reference to this workstream was evident amongst older people and disabled people who felt specialist vehicles will help future proof the service to be able to respond effectively in the future. Respondents with an invested interest in caring for family members and those working in the care sector were supportive of this area of work.

Mitigation: The Service have developed a robust business case to purchase new specialist vehicles to enhance our ability to respond effectively to a range of fire incidents and other emergencies. This feedback will benefit various working groups that will focus on special vehicles and also inform strategic decision making in the future.

Environmental Principle

General support to reduce carbon footprint: There was general support for this principle amongst all equality interest groups, particularly any changes that will reduce the Service's carbon footprint and costs long term. There was also recognition that a blanket switch to electric vehicles was not viable, particularly with fire appliances as the technology is not proven and cost effective.

Mitigation: The service has planned to reduce their carbon footprint and become more energy efficient through various projects which can be seen within the service's [Environmental Strategy 2023-2030](#).

Creative cost saving ideas: Respondents provided various ideas which related to the Service investing and installing new and emerging technologies such as wind turbines, solar panels and exploring alternative fuels which are possible long-term cost-effective changes.

Mitigation: Although all the ideas mentioned that been previous considered, some similar projects are already in the development and implementation stages, which can be seen within the service's [Environmental Strategy 2023-2030](#). In addition, the feedback and ideas provided during the consultation will be forwarded to the Service's Environment and Sustainability Group for further discussion and possible action.

If you require this report in an alternative format

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01745 535250

Or email us: enquiries@northwalesfire.gov.wales

EQUALITY IMPACT ASSESSMENT FORM – MATRICES AND PROMPTS

Equality Matrix and Scoring - the Integrated Impact Assessment is based on the RAG risk scoring as follows:

LIKELIHOOD				
Unlikely	Low Probability	Possible	High Probability	Almost Certain
1	2	3	4	5
VL	L	M	H	VH

IMPACT		
5	VH	Catastrophic – legal action (discrimination claim)
4	H	Major – a serious matter that may lead to negative publicity and disciplinary action within the Service context.
3	M	Moderate – an external complaint or internal grievance.
2	L	Minor – additional small amendments or changes to policy are required.
1	VL	Little impact – only minor considerations are required.

		IMPACT					
		VL	L	M	H	VH	
		1	2	3	4	5	
LIKELIHOOD	Almost Certain	5	5	10	15	20	25
	High Probability	4	4	8	12	16	20
	Possible	3	3	6	9	12	15
	Low Probability	2	2	4	6	8	10
	Unlikely	1	1	2	3	4	5

Overall Risk Rating	Description	Monitoring
1 – 4 Manageable	The risk may be so low that the Service chooses to accept it and instead simply records that the risk has been identified and that, due to its low likelihood or impact, no further action will be required. Alternatively, minor considerations may be needed upon implementation.	The Project Lead will maintain oversight and continue to manage locally.
5 – 10 Medium	The EIA owner will mitigate identified risks through slight amendments or implement further controls that reduce or eliminate the risk. Alternatively, the owner could confirm that all reasonable steps have been taken to mitigate the risk and no further reasonable action is possible.	
12 – 15 High	This policy, project or service cannot be rolled out until detailed external and / or internal consultation has taken place with those that this area of work affects.	Scores above 12 will require further action, at which point it is advisable to consult with the relevant project sponsor or Principal Officer.
16 – 25 Very High	High risks have been identified, so take immediate action. If legal action is likely, then the Service cannot go ahead with the policy without fundamentally changing it. If the impact remains severe even with this mitigation, then consultation with internal and / or external groups will have to take place.	

EQUALITY IMPACT ASSESSMENT FORM

Purpose

This Equality Impact Assessment (EqIA) ensures that the Service's policies, projects and provision do not unlawfully discriminate against any person, especially those who fall under protected characteristics as outlined in the Equality Act 2010. The scope of this particular EqIAs ensures our Service go beyond any legal requirements and public sector equality duties. This document sets out to identify risk(s) to people, and provides some description as to how the Service intends to mitigate such risk.

Once an EqIA has been completed, it will have to be checked and signed off by the relevant Head of Department. Anyone completing an EqIA who is unclear as to any of the content should contact the Equality, Diversity and Inclusion Officer.

Title.	Community Risk Management Implementation Plan (CRMIP) 2025-26 Post Consultation Phase
Corporate objectives being addressed.	People Principle. Prevention Principle. Protection Principle. Response Principle. Environment Principle.
Department / function carrying out the assessment.	Planning Performance and Transformation.
Who is responsible for the implementation of the policy?	Project Sponsor – DCFO Stewart Forshaw.
Who is involved in the impact assessment process?	ACFO Anthony Jones – Project Lead. Gary Ashton – Corporate Planning and Performance Manager. Benji Evans – Equality, Diversity and Inclusion Officer.

<p>What are the aims / objectives / expected outcomes of the policy / initiative / service?</p>	<p>The post CRMIP consultation EqlA aims to reassess the potential risks that were initially highlighted in the pre-consultation EqlA. Initial mapping of external stakeholders (including different equality interest groups) enabled the Service to identify, engage and communicate as a way of seeking feedback from a representative population of people across North Wales. Through the methodology of online surveys and physical engagement achieved in 24 focus groups, the Service have been able to effectively engage with people from diverse backgrounds and geographical areas. This insight helped identify new and emerging risks, but also assess how community members feel about the current principle within the CRMIP 2025-26.</p>
<p>Who is intended to benefit from the project?</p>	<p>Internal and external stakeholders.</p>
<p>Is the policy / initiative / service for external or internal purposes?</p>	<p>Internal and external.</p>
<p>Does this policy / initiative / service have an impact upon the On-Call duty service?</p>	<p>Yes.</p>
<p>Are other organisations involved in the delivery? If so, please state which these may be.</p>	<p>Various stakeholders that will assist our Service to mitigate the risks highlighted in this EqlA and full Equality Impact Analysis Report.</p>
<p>What information / previous experience does the Service have, i.e. a similar initiative and what did this information tell us? (information can be demographic data, i.e. census findings, research findings, comparisons between similar policies in our Service and other Services, survey data, equality monitoring data, ad hoc data gathering exercises).</p>	<p>Our Service benefit from the recent census 2021 data which provides insight regarding demographics, population information and specific intelligence on different equality interest groups across the region.</p> <p>Following similar consultations where extensive engagement took place with the North Wales community, the Service will benefit from an established community risk profile methodology, comprehensive mapping exercises and the production of Equality Impact Analysis reports which outline strategies and specific actions that help mitigate risks to members of the local community.</p>

<p>Has a similar impact assessment been conducted by other Fire and Rescue Services or local authorities in respect of a similar policy? If so – is it possible to adapt / incorporate their findings?</p>	<p>Various EqlAs from other fire and rescue consultations have been shared with our service as a way of adopting best practice. Previous EqlAs help us identify risk and the Service is able to implement suitable interventions that mitigate this risk. Previous EqlAs help the Service reflect on learning of previous experiences of their own practices, but other similar organisations that have consulted with their communities.</p>
<p>Date of next review (if applicable).</p>	<p>This post consultation EqlA will help inform future CRMIP consultations.</p>

Equality Impact Assessment

Protected Characteristics or Equality Theme	Rationale for your decision (include / refer to evidence)
	How might this have an impact?

Age (band)			Description of age band:
Likelihood	Impact	Overall	<p>The total population across North Wales is 687,000 (ONS, 2023a). The trend of population ageing has continued, with more people than ever before in the older age groups. The ONS (2023a) states that 22.3% of the population were aged 65 years and over. Out of all local authorities across Wales, Conwy (27.4%) and the Isle of Anglesey (26.4%) have the highest percentages of people aged 65 years and over. Conwy (1.5%) has the highest percentage of people aged 90 years in Wales.</p> <p>With intersectionality in mind, it is useful to explore disability and age due to a notable difference in the data between 2011 and 2021, particularly in the younger and older age groups (ONS, 2023b). For females aged 15 to 19 years, the percentage of disability was 13.3% in 2021, 8.1 percentage points higher than in 2011 and 7.9 percentage points higher than in 2001. This trend continued into the 20 to 24-year age group, where disability prevalence increased substantially, from 6.2% in 2011 to 17.9% in 2021. For males, the increased prevalence of disability in 2021 began at earlier ages; 8.6% of males aged 5 to 9 years were disabled in 2021, compared with 5.6% in 2011 and 6.5% in 2001 (ONS, 2023b).</p>
5	1	5	

			<p>Age as a concept emerged various times during the consultation. From a recruitment perspective, respondents in the consultation felt strongly about the Service's ability to recruit people across all age groups and older people have a lot of life experience and lots to offer. Our Service promote equality and inclusion within its recruitment processes by adopting best practices, thus easing any concerns the community hold. From a service delivery perspective, multiple respondents acknowledged North Wales has an ageing population. Respondents typically viewed older people as the most 'at risk' group of people in the region and although people are living longer, they are not necessarily living healthier. In terms of Safe and Well checks, there was a high level of support for this prevention activity and specific reference was made to older people, especially older disabled people as the main group of people to benefit. Further factors that impact on older people is provided in the full Equality Impact Analysis report.</p>
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Disability		
Likelihood	Impact	Overall
4	2	8

According to ONS (2023c), 21.1% of the population have a disability and/or long-term health condition. Although, Gwynedd (18.1%) is one of the local authorities with the lowest proportion of disabled people in Wales, the average percentage of disabled people across North Wales region is higher than other parts of the UK. With intersectionality in mind, 22.3% of females and 19.8% of males were disabled. The percentage of those who were limited a little was 11.9% for females and 10.3% for males. A higher proportion of females than males indicated that they were limited a lot; 10.4% and 9.5% respectively (ONS, 2023b).

Disability as a concept emerged multiple times during the consultation. Respondents reinforced existing evidence that disabled people are one of the most disadvantaged groups of people in our society, especially old disabled people as they are often more at risk of fire and other emergencies. There was some reference to people living longer, but people not necessarily living healthier, often because of restricted mobility caused by physical disability and long-term health conditions. In terms of Safe and Well checks, there was a high level of support for this prevention activity and specific reference was made to disabled people, especially older disabled people being one of the main groups of people to benefit. Various respondents highlighted dementia as one health condition which is growing concern with more people being diagnosed and the various symptoms of the disease makes them more at risk of slips, trips, falls, fire and other emergencies. Further factors that impact on disabled people is provided in the full Equality Impact Analysis report.

To help mitigate the risks highlighted in the Equality Impact Analysis report, the prevention team will continuously work hard to engage with disabled people and through effective partnership working with a range of stakeholders, our Service will use targeted interventions and specific safety campaigns to help protect and safeguard disabled people. Further information that impact on disabled people is provided in the full Equality Impact Analysis report. One challenge to the Service is to develop further partnerships to reach out to more disabled people, whilst maintaining its existing relationships to ensure disabled people on our systems are continuously engaged and supported each calendar year to access key safety information.

Mental Health and Wellbeing		
Likelihood	Impact	Overall
4	2	8

Although mental health falls under the definition of disability, NWFRS have separated this group of people due to the nature and challenges associated with targeting people from a mental health and wellbeing perspective. Mental health and wellbeing cover a broad group of people that experience low mood, anxiety, depression etc. Therefore, NWFRS worked closely with mental health charities and various equality interest groups that traditionally have higher levels of adverse mental health to capture feedback and insight.

Various respondents referred to growing concerns for people that experience adverse mental health as being at an increased risk of fire and emergencies. With intersectionality in mind, multiple respondents referred to certain protected characteristics which appear to be more vulnerable to adverse mental health (i.e. LGBTQ+, disabled people, older people), but other factors such as domestic abuse, poverty and homelessness emerged during the consultation.

To mitigate risk, the prevention team and other team members will continue to engage with mental health charities and other equality interest groups to target key safety messages. Further information that impact on disabled people and those who experience adverse mental health is provided in the full Equality Impact Analysis report.

Gender		
Likelihood	Impact	Overall
4	2	8

According to ONS (2021a), the North Wales population is evenly split across females (51.1%) and males (48.9%). Although engagement with males and females has occurred organically throughout the consultation, some engagement with specific gender-based charities and organisations enabled our Service to connect with different binary and non-binary genders across different age groups, people who are unemployed and parents, including single parents.

Many female respondents strongly agree that the Service should make the recruitment of females a priority. There was acknowledgement from some respondents that more women firefighters are visible in the community, but more needs to be done to encourage more women to join. Various female respondents felt the Service need to focus more on specific targeting, engagement and communication with girls and women. Female students (16-18 years old) in community and education settings and adult women.

Some people in South Gwynedd, included women that felt the Service would fail to attract women in this area because of the lack of opportunities to work within their own community and there was specific reference to the lack of fulltime employment opportunities. The inability to work locally was viewed as a potential barrier by some female respondents because spending 13 weeks to complete initial training in Rhyl would be challenging, especially for women who are the primary carer giver. A number of women across different parts of North Wales felt the CRMIP 2025-26 document didn't really mention specific contemporary issues that appear to negatively impact on women. Specific reference was given to poor maternity pay, lack of purposeful shared parental leave arrangements, gender pay gap and other policy driven themes that women felt leave them disadvantaged and devalued, thus avoiding the fire and rescue sector as a possible career option. Naturally, information was provided during the focus groups to reassure many girls and women that the Service is modern forward-thinking employer that is working hard to become more inclusive. To mitigate public perceptions of our Service (and sector), more communications can be devised to focus on the many positives to working in our service and sector, and also myth bust some of the misconceptions that emerged during the consultation.

			<p>Consultation with various gender-based charities and individuals, found that many women that experience domestic abuse and violence may avoid working in male dominated industries. To reassure girls and women that the Fire and Rescue Service is a viable and safe employer, further engagement and partnership working with gender-based charities such as North Wales Women's Centre will enable our Service to connect with hundreds of females where a rapport and trust can be gained, thus enabling the Service to promote careers to this talented pool of people. Specific recruitment activities will be developed to target this group of people.</p> <p>With intersectionality in mind, some women that do experience domestic abuse/violence, may at some point decide to live alone which could make them more at risk of fire and other emergencies.</p> <p>To mitigate risk in terms of the prevention team and other team members will continue to engage with gender-based charities and other community groups that support girls and women to help target key safety messages. Further information that impact on people based on their gender is provided in the full Equality Impact Analysis report.</p>
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Pregnancy and Maternity		
Likelihood	Impact	Overall
4	2	8

To ensure NWFRS reached out and captured the needs of people that are pregnant and those within their maternity phase, the comprehensive mapping exercise identified key partners to help connect with this target audience. Focus groups were organised with women only groups, local and regional parent support groups, LGBTQ+ and pride groups and baby support groups.

Some respondents, mostly women made specific reference to our Service's poor maternity leave policy, lack of mentioned for contemporary challenges for women such as gender pay gap. These feelings left many girls and women feeling the Service lacked an ability to look after parents with babies and young children, particularly single parents and women that wanted to maybe have a family in the near future.

			<p>The Service is doing lots of progressive work to promote gender equality and these points were emphasised during the focus groups, however, there is a genuine need to address public perception, in some cases tackle misconception through myth busting. To mitigate risk and public perceptions, communication and updates can be achieved through community engagement and careers workshops in local community settings and educational establishments where these comments were made. Other media channels could be used to promote careers and to highlight the service progressive work concern gender equality and other aspects of EDI.</p>
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Gender Re-assignment / Identity			
Likelihood	Impact	Overall	
2	4	8	<p>The exact number of trans and/or non-binary people in North Wales is unknown. However, Stonewall (2022) estimate between 0.5% and 1% of the population is Trans and/or non-binary which gives us some kind of indication who we needed to engage with during the consultation is capture reflective and meaningful feedback.</p> <p>Through the extensive contacts the Service has developed with various local LGBTQ+ networks and pride groups, comprehensive feedback from trans, non-binary and gender non-conforming people has been captured. Pride Cymru, Unique Transgender and other LGBTQ+ networks across North Wales has enabled the Service to connect and capture specific insight to the risks impacted on this community.</p> <p>With regards to recruiting and developing diverse teams as a priority, here was a strong consensus amongst respondents, including many people that identify as trans and non-binary that recruiting and developing diverse teams adds value and helps deliver inclusive services. There was specific reference to gender identity alongside other interconnecting characteristics. To mitigate this, the service aims to attract and recruit talented people from all backgrounds, a range of communication methods are adopted and specific interventions are developed to target people from groups that are underrepresented in the workforce. The service also reviews its recruitment practices on a regular basis to ensure best practice is adopted.</p>

			Some trans people felt, their community can be disproportionately impacted by adverse mental health, mostly because of discrimination and exclusion, but some respondents also mentioned trans people are more likely to live alone compared to binary sex people. This is relevant insight that will inform our prevention activities.
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Sexual Orientation		
Likelihood	Impact	Overall
2	4	8

Stonewall estimate between 5-7% of the population are lesbian, gay, bisexual or another sexual orientation which is other than heterosexual (See NHS, 2015). Stonewall (2022) have published more recent reports which suggest younger people are more likely to be open about sexual orientation and gender identity. North Wales has a growing LGB+ community and the emergence of new pride events, support groups and staff networks in the workplace means that engagement with this audience is more meaningful than previous years.

With intersectionality in mind, it is useful to know the age profile of people who identified as LGB+ which tends to be younger than the overall population. More than half of those who identified as LGB+ (57.9%) were aged between 16 and 34 years (ONS, 2021d). In contrast, less than a third of the overall population were aged between 16 and 34 years (29.6%). This intelligence helps our service know who to engage.

To ensure NWFRS reach out and capture the needs of people with different sexual orientations, a comprehensive mapping exercise identified key partners to help connect with this target audience. Through Pride Cymru and other LGBTQ+ networks, feedback helped gain a specific insight to risks that this community experience in North Wales.

			<p>With regards to recruiting and developing diverse teams as a priority, there was a strong consensus amongst respondents, including many LGBTQ+ people that recruiting and developing diverse teams adds value and helps deliver inclusive services. There was specific reference to sexual orientation alongside other interconnecting characteristics. To mitigate this, the service aims to attract and recruit talented people from all backgrounds, a range of communication methods are adopted and specific interventions are developed to target people from groups that are underrepresented in the workforce. The service also reviews its recruitment practices on a regular basis to ensure best practice is adopted.</p> <p>Some LGBTQ+ people felt, their community can be disproportionately impacted by adverse mental health, mostly because of discrimination and exclusion, but some respondents also mentioned LGBTQ+ people are more likely to live alone compared to non-LGBTQ+ people. This is relevant insight that will inform our prevention activities.</p>
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Marriage or Civil Partnership		
Likelihood	Impact	Overall
3	2	6

48.1% people aged 16 and over are married or in a civil partnership (Stats Wales, 2020). Generally, this protected characteristic does not experience particular risks. Although, it is important to stress, people that live alone are deemed more at risk and just because people are in a relationship, this doesn't mean they are not living alone (i.e. partner work nights/away), thus presenting similar to risk to people who do live alone. As a protected characteristic, it is useful to understand households which include two or more people who are accessing services, mainly because single occupants can be at an increased risk of some incident types (i.e. domestic dwelling fires).

			<p>Organically, the Service connected with people that are married or in a civil partnership through the online survey and 24 focus groups. Although a person's actual relationship status does not directly impact on them, living alone can result in some people being more at risk of fire and other emergencies. Feedback from respondents found some people living alone are in poverty and considerations have been given under the socio-economic status section.</p> <p>Also, it is worth stressing that just because two people are married or in a civil partnership, it does not mean they are at less risk based on socio-economic status criteria. Some married couples or those in civil partnerships could be living in poverty, although no specific feedback during the consultation highlighted any concerns relating to this protected characteristic.</p>
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Religion and/or Belief		
Likelihood	Impact	Overall
2	2	4

Our service acknowledges there is some diversity regarding people's religious affiliations and belief systems across North Wales. Equally, it must be acknowledged that more people reported "No religion" than any single religious affiliation, up from 32.1% in 2011 to 46.5% in 2021 (WG, 2022b). This data indicates approximately half the North Wales population have religious affiliations. Therefore, places of worship and faith-based organisations are a logical avenue to engage with people who are religious.

To ensure the Service capture feedback from religious people and those who observe a particular belief system, the pre-consultation mapping exercise identified key partners which included the North Wales Interfaith Forum, places of worship, faith-based organisations and different charities that operate locally. No feedback from the consultation identified any specific issues relating to religious and/or belief.

Race		
Likelihood	Impact	Overall
4	2	8

Like other regions in Wales, North Wales has become more ethnically diverse in the past decade. According to the census data in 2021, ethnic minority groups has increased from 4.4% in 2011 to 6.2% in 2021 (WG, 2022b). For clarity, ethnic minority is any ethnic group outside of white 'Welsh, English, Scottish, Northern Irish and British'.

The largest ethnic minority group in every local authority in Wales was "Other White". The proportion of the population identifying with this ethnic group was highest in Wrexham (4.8%) and Flintshire (3%). Within the high-level "White" ethnic group, Conwy was the local authority with the highest proportion of those identifying as "Irish" (0.7%) in Wales. Interestingly, 5.3% of households were multiple ethnic group households, up from 4.2% in 2011 (WG, 2022b).

With intersectionality in mind, NWFRS acknowledge there are potential language, communication and cultural barriers. Nationally in Wales, 2.9 million usual residents aged three years and over speak English or Welsh as their main language (96.7% of the population, down from 97.1% in 2011). According to the 2021 Census, residents in Wales that did not select English or Welsh as a main language, 78% said they could speak English well or very well, while 22% could not speak English very well or at all. As in 2011, Polish was the most common main language after English or Welsh at 0.7% of the population. Arabic (0.3%) was the most common main language aside from English, Welsh or Polish in 2021. British Sign Language (BSL) was the preferred language of 900 people (which equates to 0.03%) usual residents aged three years and over across Wales.

During the consultation, many respondents that were either from ethnic minority groups or professionals that work closely with this group were concerned for how the Service considers language barriers, religion and cultural practices. Some ethnic minority groups felt the Service could improve the way it engages with them to ensure key safety messages are received and acted upon.

			<p>To mitigate any potential risk, through the NFCC national programme, key safety information is available in multiple languages including leaflets and booklets relating to safety in the home, water safety and some road safety information. The Service's Partnership Managers, Health and Fitness Team and other specialists such as the Service's Equality, Diversity and Inclusion Officer actively engage with community members including ethnic minority groups to ensure key safety messages are communicated effectively. There are other specific campaigns that the promote to target boat dwellers and travellers that reside on the Llangollen Canal. The Service work closely with Race Council Cymru, Asian Fire Service Association and local partners to ensure the Service are using national campaigns and religious observances and celebrations to maximise community engagement opportunities that enable communication.</p>
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Socio-Economic Duty		
Likelihood	Impact	Overall
4	3	12
<p>The Socio-economic Duty came into force in Wales on March 31st 2021 and requires specified public bodies, when making strategic decisions (such as deciding priorities and setting objectives), to consider how their decisions might help reduce the inequalities associated with socio-economic disadvantage.</p> <p>According to the Census 2021, some of the most deprived areas are concentrated in north Wales coastal and border towns (WG, 2021). Working does not preclude experiencing poverty. To explain further, in-work poverty has risen over the last 5 years and a total of 12.7 per cent of workers live in poverty due to low pay or limited hours (JRF, 2020).</p> <p>To ensure NWFRS reach out and capture the needs of people who meet the criteria for low economic status and deprivation, the initial mapping exercise during the pre-consultation identified key partners to help connect with this target audience. Key partners include local authorities, charities, foodbanks, places of worship, faith-based organisations and local support groups.</p>		

			<p>Some respondents referred to themes that relate to lower socio-economic status including people that may be an increased risk due to poverty and deprivation. Discussions related to people living in poor living conditions was raised, but it was unsure whether the conditions were as a result of individual lifestyle choices or the condition of the physical buildings, potential to heat their property or other factors outside the control of the individual. The Service's Prevention team have excellent awareness of the current trends regarding risk in domestic properties, but further engagement and research will be beneficial. Specific campaigns and projects have been designed to protect people, prevent various types of emergencies alternatives and refer people who are in need to external partners (i.e. food banks, financial advice, care support).</p>
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Welsh Language		
Likelihood	Impact	Overall
4	1	4

All materials relating to the CRMIP consultation project will be produced (written and verbal) in Welsh and English. The number of people that stated they could speak Welsh in North Wales is 235,567 and this equates to 34.3%. Our service is extremely proud to communicate in Welsh and we ensure we meet (and where possible exceed) the Welsh standards.

The most recent data published by the Welsh Government suggests 29.1% of people aged three and over were able to speak Welsh. This figure equates to 883,600 people and there is evidence that the Welsh language is growing in popularity as a spoken language and as a first spoken language. With intersectionality in mind, we acknowledge that the highest percentages of Welsh speakers in Wales can be found in Gwynedd (77%) and the Isle of Anglesey (67%) which are both located in North Wales (WG, 2022).

Throughout the consultation and in each focus group, resources and questionnaires were available in Welsh and English. The consultation saw 279 people respond and only 2 were received in Welsh. Although many first language Welsh speakers provided feedback in focus groups and this was translated into English for the purpose of recording and submitting feedback online onto one system. Welsh translators were organised in various focus groups, especially in Gwynedd where there is a higher percentage of Welsh speakers.

Geography and Location		
Likelihood	Impact	Overall
4	2	8
<p>North Wales is a large geographical area which has several urban areas that are highly concentrated with diverse people and groups. In contrast, some rural areas have extremely small amount of people residing in the area.</p> <p>The region includes the localities of Wrexham, Deeside, Rhyl, Colwyn Bay, Flint, Bangor, Llandudno and Holyhead. The largest localities in North Wales are the city of Wrexham and the conurbations of Deeside, Rhyl and Prestatyn, where the main retail, cultural, educational, tourism, and transport infrastructure and services of North Wales are located. Bangor, St Asaph and Wrexham are the region's cities, Bangor is Wales' oldest city, whereas St Asaph is one of Wales' smallest, and Wrexham which gained city status in 2022 is the region's largest settlement.</p> <p>Some areas have well established community groups which make engagement relatively straight forward. However, some areas don't have established community social hubs which can present a challenge for the Service to capture meaningful feedback in some areas.</p>		

On-Call System or Considerations for Part-Time Staff		
Likelihood	Impact	Overall
4	2	8

On-call staff are directly involved in this project. On-call teams have been involved with the design and development of the Services CRMIP through Heads of Departments and middle managers seminars. Naturally, on-call staff that work the retained system will be able to provide feedback that will help shape the CRMP and strategic direction of the Service between 2024-2029.

On-call teams were made aware of the consultation through internal communications and during organised visits.

Other Equality Interest Groups		
Likelihood	Impact	Overall
4	1	4

For all protected characteristics, there have been increases in the number of recorded hate crimes in Wales in recent years (EHRC, 2018). Very low prosecution rate in court means some victims of hate crime lack trust in uniformed public services. Although this lack of trust mostly impacts the police and community engagement teams in local councils, fire and rescue services can experience some adverse impacts too.

The recent Culture reviews in England and Wales have highlighted cultural issues in the sector. This means there may be a lack of trust and confidence in fire and rescue services within the community.

Do any of the above criteria have a score of 12 and above and therefore need to move to a full equality impact assessment?

Yes

No

If yes, please contact the Equality, Diversity and Inclusion Officer via e-mail benji.evans@northwalesfire.gov.wales to proceed with the full impact assessment.

If no, and any of the criteria has a score of between 1-5 or 6-10, what additional control mechanisms or amendments can you put into place to reduce the score even further? Please identify what the score will be after the control mechanism in place.

Some sections have a score of 12 or over which is trigger to conduct further equality analysis. Due to the nature of the CRMP 2024-29 and the fact this plan outlines the key priorities of our Service, a full Equality Impact Analysis report has been produced.

What positive outcomes or changes will be taken as a result of any points identified by this impact assessment?

As part of the CRMIP consultation 2025-26, this EqIA demonstrates how the service has shown due regard for the diverse needs of the North Wales community. The initial pre-consultation EqIA shown consideration for how the service will engage and communicate with its community and through careful planning, engagement and communication methodologies, 24 focus groups helped capture meaningful feedback from different equality interest groups. This current EqIA has assessed risk based on the feedback and the EQIA summarises how identified risk will be mitigated and, in some cases, referred to relevant external stakeholders. The full Equality Impact Analysis report provides more clarity on the identified risks and mitigation.

Post-initiative evaluation

Where applicable, please provide an overview (age range, gender, ethnicity etc.) of who attended the event(s), or were involved in or affected by the policy or initiative, and any relevant comments or complaints that were received in terms of equality and inclusion. The information should then be used to address any relevant concerns.

Before finalising, you may wish to seek advice from the services Equality, Diversity and Inclusion Officer. You can do this by emailing to benji.evans@northwalesfire.gov.wales for review.

Once completed please return to benji.evans@northwalesfire.gov.wales

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Report to	Executive Panel
Date	17 March 2025
Lead Officer	Anthony Jones, Assistant Chief Fire Officer
Contact Officer	Sandra Williams, Head of Corporate Planning Performance and Transformation.
Subject	The Social Partnership Duty – Annual Report



PURPOSE OF REPORT

- 1 To seek approval for the submission of the first Annual Social Partnership Duty Report to the Social Partnership Council for scrutiny and to publish the report on the North Wales Fire and Rescue Authority (the Authority)'s website.

EXECUTIVE SUMMARY

- 2 The Social Partnership and Public Procurement (Wales) Act 2023 ("SPPP Act") fulfils a Programme for Government commitment placing social partnership on a statutory footing in Wales.
- 3 On 1 April 2024 the new Social Partnership Duty ("the Duty") on public bodies came into force in Wales.
- 4 The Duty requires the Authority to produce an annual report to evidence how they have complied with the Duty created by the SPPP Act.
- 5 The Duty requires the Authority to seek consensus or compromise with their recognised trade unions, when;
 - i) setting their well-being objectives; and
 - ii) making decisions of a strategic nature about the reasonable steps they intend to take to deliver those objectives.
- 6 The Duty also requires that the annual report must be agreed with the Authority's recognised trade unions or contain a statement explaining why it was not agreed.
- 7 All of the requirements of the SPPP Act have been discharged through the Joint Consultation and Negotiation Committee, including agreement upon the annual report itself.

RECOMMENDATION

- 8 It is recommended that Members:
- i) **Approve the Annual Social Partnership Duty Report for submission to the Social Partnership Council for scrutiny and publication on the Authority's website.**

BACKGROUND

- 9 This requirement is linked to the setting of well-being objectives, upon which the Authority already consult the public and members of staff by virtue of the requirement to publicly consult upon improvement objectives, as required by the Local Government (Wales) Measure 2009.

INFORMATION

- 10 This is the first year that the Social Partnership Duty Report has been prepared. The Social Partnership Council have not provided a template for the report.

IMPLICATIONS

Well-being Objectives	The Social Partnership Duty relates to the consultation and involvement of trade unions when setting well-being objectives. In addition, the Authority has consulted the public and staff on its proposed objectives for 2025-26.
Budget	No implications
Legal	The publication of the Social Partnership Duty Report will ensure the Authority discharges the Social Partnership Duty.
Staffing	No implications
Equalities/Human Rights/ Welsh Language	A separate Equality Impact Assessment has been developed by the Equality Diversity and Inclusion Officer in respect of the Authority's Improvement and Well-being objectives.
Risks	No implications



Gwasanaeth Tân ac Achub
Fire and Rescue Service

TÂN FIRE

North Wales Fire and Rescue Authority

Social Partnership Duty Annual Report 2024-25

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**ATAL AMDDIFFYN YMATEB
PREVENTING PROTECTING RESPONDING**

Introduction

The Social Partnership and Public Procurement (Wales) Act 2023, (SPPP Act), which came into force on 01 April 2024, requires public bodies, including North Wales Fire and Rescue Authority, (NWFRA), to produce an annual report to evidence how they have complied with The Social Partnership Duty created by the SPPP Act.

The Social Partnership Duty requires North Wales Fire and Rescue Authority to seek consensus or compromise with their recognised trade unions, when

- i. setting their well-being objectives; and
- ii. making decisions of a strategic nature about the reasonable steps they intend to take to deliver those objectives.

Section 16(2) of the Act sets out several specific requirements relating to the Duty, with which NWFRA must comply when 'seeking consensus or compromise'.

In order to seek consensus or compromise a public body must include its recognised trade unions or other representatives of its staff in the process of setting objectives or making decisions, by (in particular) –

- a. consulting them at a formative stage of the process, and
- b. otherwise involving them throughout the process by;
 - i. providing sufficient information to enable them to properly consider what is proposed, and
 - ii. providing sufficient time to enable them to adequately consider what is proposed and respond.

Section 18 of the SPPP Act states:

1. A public body must prepare, in respect of each financial year, a report of what it has done to comply with the duty.
2. The report must be agreed with the public body's recognised trade unions or contain a statement explaining why it was not agreed.
3. The public body must publish the report, and submit it to the Social Partnership Council, as soon as reasonably practicable after the end of the financial year.

Background

North Wales Fire and Rescue Authority delegates responsibility for certain functions to the Chief Executive/Chief Fire Officer of North Wales Fire and Rescue Service (NWFRS).

In addition to the requirement of the Well-being of Future Generations (Wales) Act 2015 to set well-being objectives, there is a separate statutory duty for Fire and Rescue Services in Wales to consult with the public annually on improvement objectives, as required by the [Local Government \(Wales\) Measure 2009](#).

Welsh Government Fire Circular ([W-FRSC\(2024\)06](#), dated 6th April 2024) provides that the “duties under the 2009 Measure and the Wellbeing of Future Generation Act 2015 can be discharged through the publication of a single report.”

NWFRS has established a Governance Assurance Framework to discharge its responsibilities on behalf of NWFRA. Part of that Framework includes a Joint Consultation and Negotiation Committee (JCNC), chaired by a Principal Officer, and whose membership includes representatives from each of the recognised trade unions. Relevant officers from across the Service attend with the Head of Operational Response and Head of Human Resources attending each meeting.

North Wales Fire and Rescue Authority’s recognised trade unions are;

- The Fire Brigade Union,
- Fire & Rescue Service Association,
- Fire Officers Association,
- Fire Leaders Association,
- UNISON,
- Unite.



How we complied with the Social Partnership Duty

JCNC meets six weekly and the Social Partnership Duty has been incorporated into the objectives of the Committee and is included as a standing item on the agenda for each meeting.

The Committee's focus is on fostering good working relationships with all representative bodies and discussing matters of relevance to all staff.

Although the Committee is strategic, a broad range of issues are discussed at each meeting; these can include forward looking matters of strategic importance through to more tactical issues.

Notably all policies and procedures are highlighted for consultation prior to approval by the Service Leadership Team, ensuring that matters of note or concern are addressed at the relevant time. During the course of the year the following matters have been considered and recorded under the social partnership duty:

- Emergency Cover Review – a staff led working group to consider future options for improving rural availability
- Development of a new Training Centre – updates and dialogue relating to the options for training facilities critical to operational firefighters
- External review of culture – engagement with the members of JCNC in relation to the external review and appointment of the independent consultant
- Station manager framework – engagement and development of principles around changes to the way in which stations are supported
- Agreement of proposed changes to the promotional process for operational staff to ensure a fair, consistent and transparent approach

Following Fire and Rescue Authority approval of the Community Risk Management Plan for 2024-2029, work has focussed on the development of the 2025-26 improvement and well-being objectives. The Corporate Planning and Performance Manager attended each of the following meetings, to initially brief the Trade Union representatives on the new Social Partnership Duty and then to consult with the Union representatives and subsequently provide sufficient information to enable them to properly consider the draft objectives and how they were to be achieved.

26th February 2024

Trade Union representatives were provided with an overview of the requirements of The Social Partnership Duty and advised that formal consultation with Trade Unions would be conducted through the work of the Joint Negotiation and Consultation Committee.

21st August 2024

Trade Union representatives were reminded of the requirements of The Social Partnership Duty and advised that Heads of Department had been tasked with developing their improvement and well-being objectives for 2025-26 and that public and staff consultation on those draft objectives would take place between 21st October and 16th December 2024.

Representatives were invited to make any comment about well-being objectives either at the meeting or subsequently by contacting the Corporate Planning and Performance Manager.

3rd October 2024

Draft objectives were shared with Trade Union representatives and they were reminded that the consultation period of eight weeks was about to commence and that staff were actively encouraged to participate in the consultation.

8th January 2025

The outcomes of the consultation were reported to the representatives and copies of the draft Community Risk Management Implementation Plan, in which the improvement and well-being objectives will be published following consensus or compromise with the Trade Union representatives and ratification by the Fire and Rescue Authority, were shared and comments invited by the 10th February 2025.

20th January 2025

At the request of The Fire Brigades Union a face to face meeting with the Corporate Planning and Performance Manager took place to discuss specific aspects of a number of objectives. The Union provided feedback on the wording of three objectives, as opposed to the nature of the objectives themselves. The objectives were reworded based upon their feedback and agreed prior to progressing to the Fire and Rescue Authority for approval.

19th February 2025

As no further comments were received from any other Trade Unions by the 10th February, the draft, first annual Social Partnership Duty Report was shared with JCNC Trade Union representatives in advance of the February 19th meeting in order for the content to be agreed,

At the meeting the Trade Union representatives present agreed that consensus on the NWFRA 2025-26 well-being objectives had been reached and this was captured in the minutes of the meeting.

The contents of the first annual Social Partnership Duty Report was agreed upon at that meeting, prior to approval by the Fire and Rescue Authority on 28th April 2025.

NWFRA approved the Social Partnership Duty report for publication on the 28th April and can be accessed [here](#).