



**Draft Community Risk  
Management Plan 2024-29**

**&**

**Draft Community Risk  
Management Implementation  
Plan 2024-25**

**Consultation Report**

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## Background

Under the Local Government (Wales) Measure 2009, 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.

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](#).

The previous three-year Corporate plan (2021-24) had come to the end of its reporting life-span.

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

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.

All Fire and Rescue Services within Wales have adopted the NFCC guidelines to publish a CRMP.

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

## Introduction

The consultation sought views on the proposal to implement five key principles:

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

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

## Methodology

Between the 25<sup>th</sup> March and 16<sup>th</sup> June, the draft Community Risk Management Plan 2024-2029 and the draft Community Risk Management Implementation Plan were 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 last year's 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.

Face to face engagement was undertaken by the Equality and Diversity Officer.

We can demonstrate that we have engaged with around 70 different groups/partners which comprehensively covers us from 'showing due regard' and legal perspective.

Weekly reviews of the responses submitted, were used to drive additional awareness campaigns in underrepresented Local Authority areas.

In total the consultation survey received a total of **223** responses during the twelve-week period.

**221** were completed in English and **2** were completed in Welsh

## Observations

There is no doubt that there was a misunderstanding about the nature of the consultation, coming so soon after the largest consultation ever undertaken by the Fire Authority as part of the Emergency Cover Review. However, it remains a statutory requirement under the 2009 Measure to consult annually on improvement objectives and this was explained at the beginning of both the Management Plan 2024/2029 and the Community Risk Implementation Plan 2024/2025.

In light of the financial pressures facing public services and no doubt drawing links between the Emergency Cover Review and funding, there were comments expressing concern at the costs associated with continual consultation exercises.

There was some negativity in relation to both the Environment Principle and the Equality questions, which demonstrates a lack of appreciation of the requirement for the Fire and Rescue Authority to support Welsh Government to attain its net zero carbon targets and the Authority's statutory obligations to comply with the Equality Duty under The Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011.

## Community Risk

People and Response Principles received the most additional comments (109 and 105 respectively) especially around:

<b>Our People Principle</b>	<b>Our Response Principle</b>
Diversity and Inclusion	Station location
Opportunities for young people	Retaining existing fire stations
Language choice	Creating new fire stations

Some of the comments and suggestions received in relation to additional activity were things that the Fire and Rescue Service already do or offer, indicating that the Service may need to promote its activities better or more widely.

For example:

- Our engagement activities with young people.
- Our programme of delivering Safe and Well Checks to those more in need.
- Working with businesses and farming communities.

## Next Steps

Any typographical errors or other minor formatting issues identified during the consultation period have been rectified. All comments have been reviewed and feedback considered. 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 15 July 2024.

# Responses at a Glance

## Community Risk Management Plan Consultation Summary Report



<b>Total number of responses</b>  <b>223</b>	<b>Total responses from staff</b>  <b>48</b> (22%)	Anglesey <b>13</b> (6%)	Flintshire <b>65</b> (29%)
		Conwy <b>50</b> (22%)	Gwynedd <b>27</b> (12%)
		Denbighshire <b>37</b> (17%)	Wrexham <b>31</b> (14%)

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

People <b>116</b>	Prevention <b>104</b>	Protection <b>80</b>	Response <b>113</b>	Environment <b>90</b>
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### Summary of responses to 'Our Principles'

<b>Our People Principle</b> Being in the right place, at the right time, with the right skills.	<b>92%</b>	of responses received 'strongly' or 'somewhat agreed' with this principle.
<b>Our Prevention Principle</b> Working with partners to help make communities safer.	<b>96%</b>	of responses received 'strongly' or 'somewhat agreed' with this principle.
<b>Our Protection Principle</b> Making businesses safer together.	<b>97%</b>	of responses received 'strongly' or 'somewhat agreed' with this principle.
<b>Our Response Principle</b> Providing an effective emergency response.	<b>96%</b>	of responses received 'strongly' or 'somewhat agreed' with this principle.
<b>Our Environment Principle</b> Protecting and preserving our natural environment for future generations.	<b>91%</b>	of responses received 'strongly' or 'somewhat agreed' with this principle.

 <b>Social media reach</b> <b>141,180</b> <small>(30,968 from Facebook ads)</small>	<b>Reactions</b> <b>865</b> <small>(557 from Facebook ads)</small>	<b>Shares</b> <b>94</b> <small>(12 from Facebook ads)</small>	<b>Website visitors</b> to relevant pages <b>4487</b> <small>(including 363 to Welsh language pages)</small>
<b>Comments</b> <b>46</b> <small>(14 from Facebook ads)</small>	<b>Social media posts published</b> <b>80</b> <small>(4 from Facebook ads)</small>		

### Email Bulletins

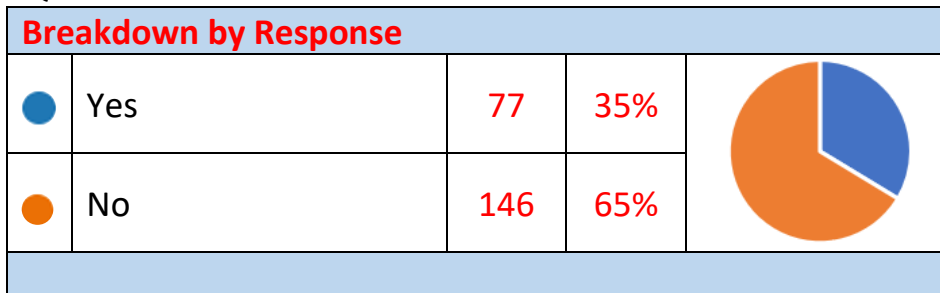
<b>1st English bulletin (at the start):</b> 1298 delivered, 28% unique openings	<b>2nd English bulletin (half way):</b> 1419 delivered, 25% unique openings
<b>1st Welsh bulletin (at the start):</b> 1219 delivered, 30% unique openings	<b>2nd Welsh bulletin (half way):</b> 1216 delivered, 26% unique openings



## 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:



**A total of 76 additional comments for this question were received. (See Appendix A)**

### Question 2: Summary

- Changes to demography – Increasing population; aging population; new housing; people living alone; immigration.
- Changes to infrastructure – Road layout; traffic.
- Changes to environment – climate; flooding.
- Awareness of industrial risks – Factories.
- Advancing technology – solar farms / drones / E-bikes and E-scooters.
- North Wales Fire and Rescue Service – Recruitment; succession planning; staff welfare.

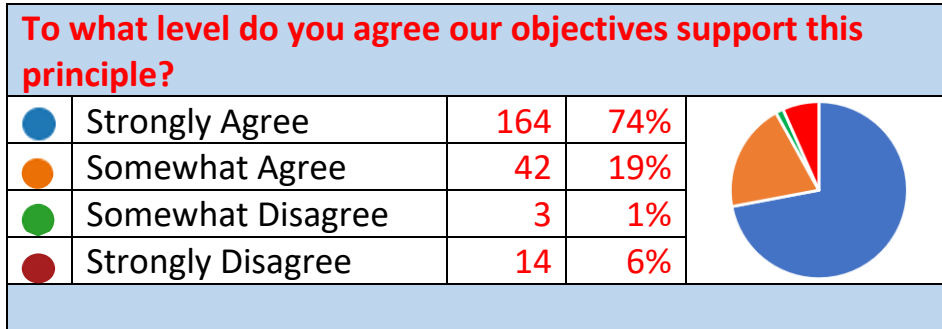


## SPOTLIGHT ON ‘OUR PEOPLE PRINCIPLE’

*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 116 additional comments for this principle were received. (See Appendix B)**

### Question 4: Summary

- Our People Principle received the most narrative responses (116), recording a wide range of views.
- It was generally agreed that the health, safety and well-being of the workforce should be a priority, but should not be restricted to operational staff.
- There was divided opinion as to whether firefighters should be recruited solely on their ability to do the job, or to take into consideration equality and diversity characteristics.
- Improve recruitment process. Consider removing entry boundaries (GCSE requirements).
- To continue and improve on our engagement activities with young people, especially when undertaking periods of firefighter recruitment.



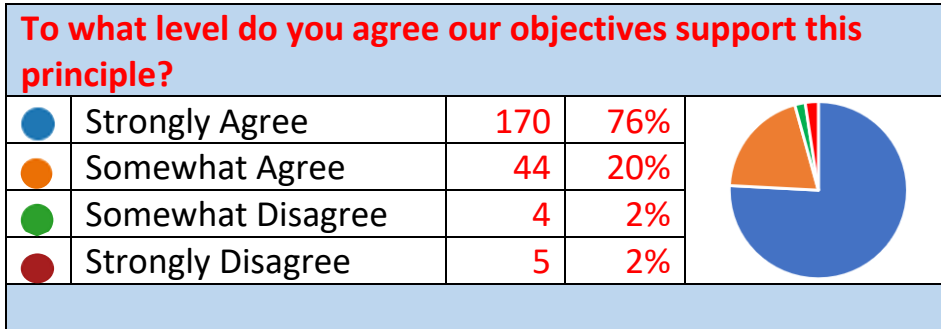


## SPOTLIGHT ON 'OUR PREVENTION PRINCIPLE'

*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 104 additional comments for this principle were received. (See Appendix C)**

### Question 6: Summary

- Overall responses agreed with the 'Prevention Principle'; that it is better to prevent fire from happening in the first place.
- Overall approval of the Safe and Well Check programme.
- Increase the number of fire safety staff to ensure continuation and possible expansion in this area.
- More collaboration.
- More engagement with young people.
- That fire safety staff are able to speak Welsh.

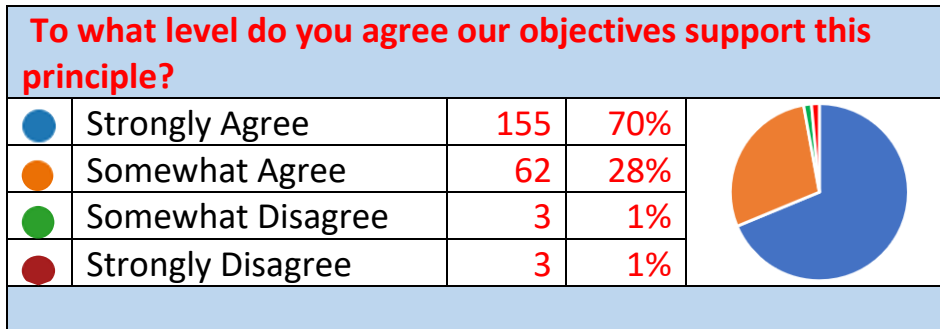


## SPOTLIGHT ON 'OUR PROTECTION PRINCIPLE'

*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 80 additional comments for this principle were received. (See Appendix D)**

### Question 8: Summary

- Overall responses agreed with the 'Protection Principle', but there should be an increase to staff numbers to support this area of the Service. (Similar to feedback regarding 'Our Prevention Principle').
- To better explain the definition of 'High Risk'.
- To work with businesses in towns.
- To work with farmers.
- Check rented accommodation and ensure land lords take accountability.
- That fire safety staff are able to speak Welsh.
- Business should be held accountable and this should be funded by Business Tax.

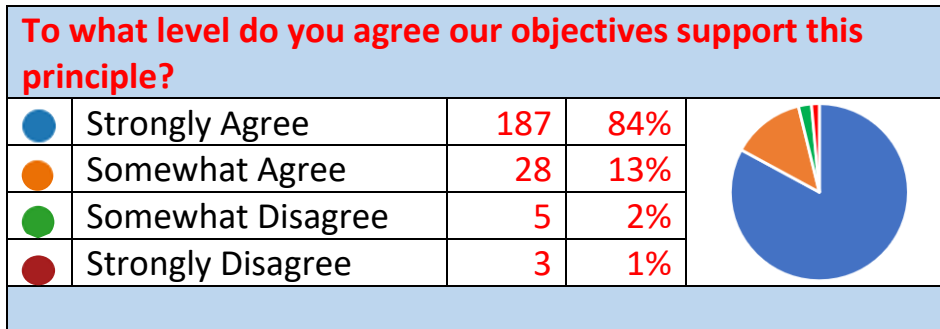


## SPOTLIGHT ON 'OUR RESPONSE PRINCIPLE'

*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 113 additional comments for this principle were received. (See Appendix E)**

### Question 10: Summary

- Overall the responses agreed with the 'Response Principle', but with mixed solutions on how this could be best achieved.
- Suggestions included increasing firefighter numbers and looking at changes to operational duty systems.
- Making on-call operational staff feel more valued.
- To look at the location of fire stations.

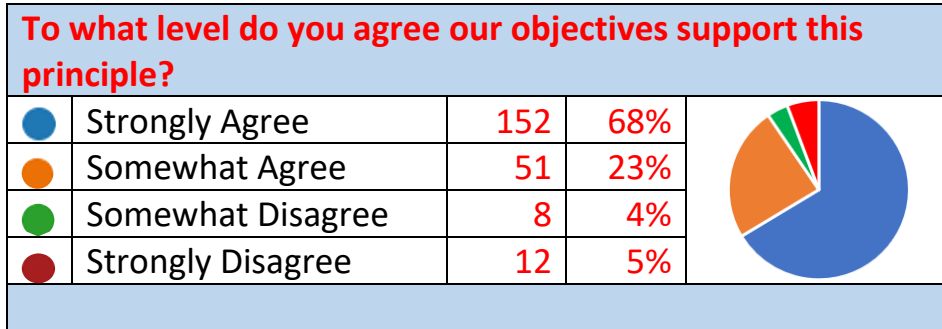


## SPOTLIGHT ON ‘OUR ENVIRONMENT PRINCIPLE’

*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 90 additional comments for this principle were received. (See Appendix F)

### Question 12: Summary:

- Concerns at the cost and impact on our budget to achieve the aspirations of this principle.
- Comments questioning the reliability of information and guidance concerning climate change.
- Preserving the environment by reducing fires.

## 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 96 additional comments for this principle were received. (See Appendix G)**

### Question 13: Summary

- Volunteering opportunities
- Collaboration with the Welsh Ambulance Service
- Collaboration with St. Johns Ambulance Service
- Work placement opportunities
- Fulltime stations in all areas
- Road Safety

## Equality Issues

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

Breakdown by Response				
●	Yes	73	33%	
●	No	145	65%	
●	Did not answer	5	2%	

## Additional Information

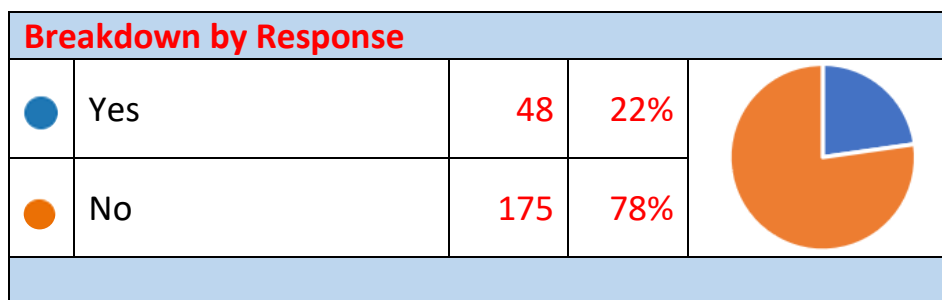
Providing a response to the following questions was optional.

**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.

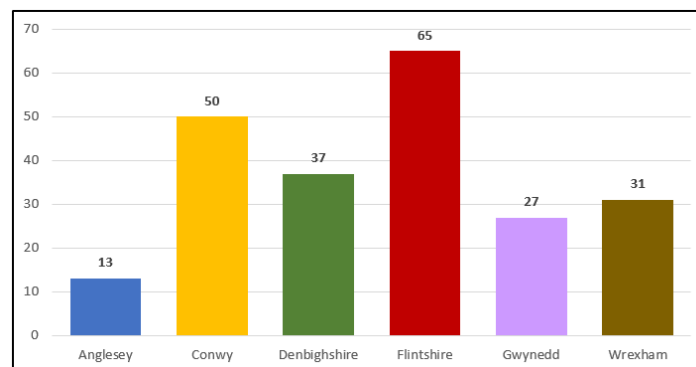
Summary of just some of the local groups that responded.

- Dementia Groups
- Brew and a Biscuits Groups
- Deeside College
- Coleg Cambria
- ESYT Groups
- Knit and Natter Groups

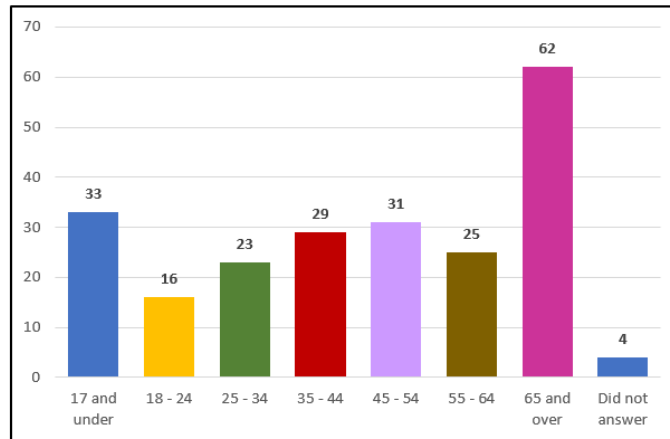
**Question 17:** Are you an employee of North Wales Fire and Rescue Service?



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



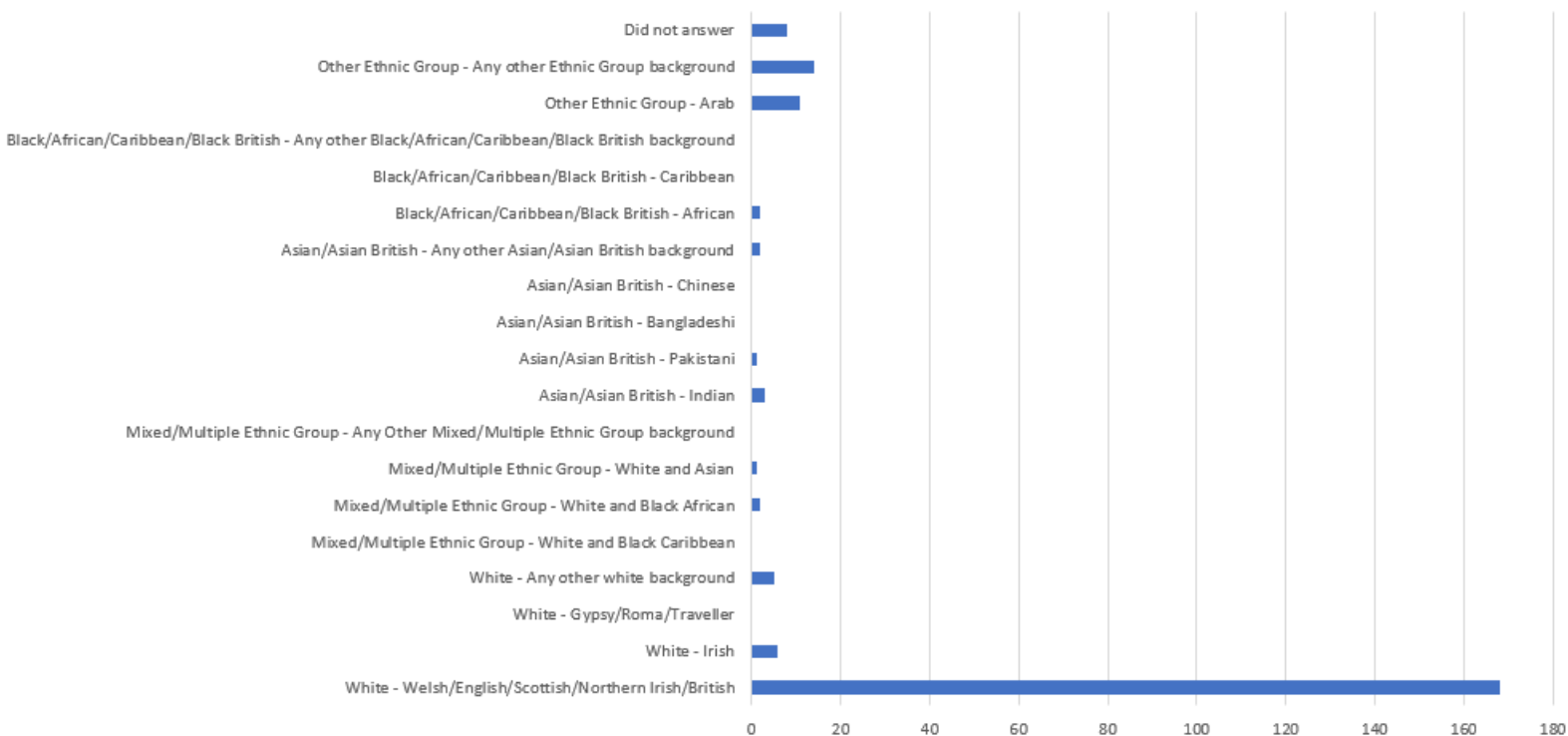
**Question 19: Which age group are you?**



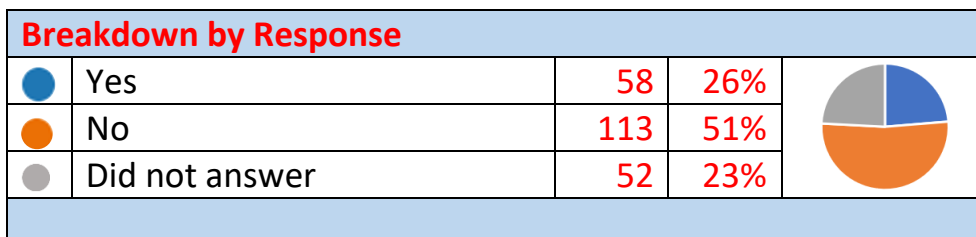
**Question 20: Gender – how do you identify?**

Breakdown by Response				
●	Male	71	32%	
●	Female	127	57%	
●	Other	4	2%	
●	Did not answer	21	9%	

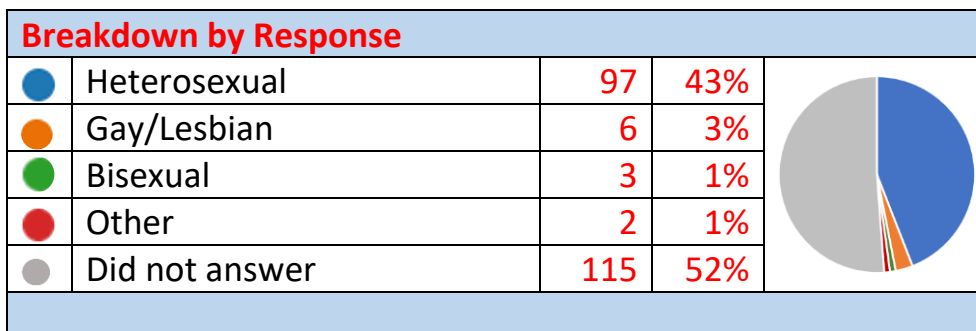
**Question 21 and 22: Race/Ethnicity - which of the following best describes you?**



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

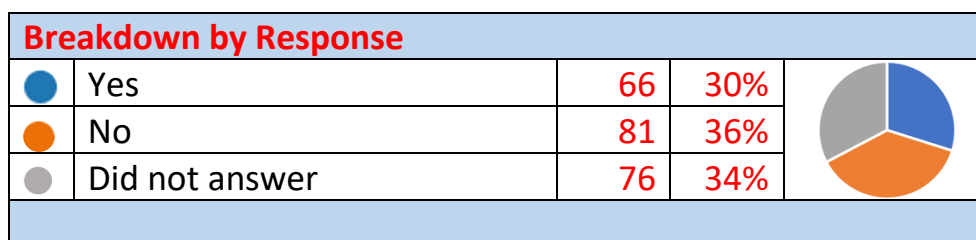


**Question 25: Sexual Orientation**





**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	The biggest risk I see with NWFRS is that you are constantly wasting time and resources on political campaigns and EDI initiatives and you are driving all the decent firefighters away
2	Health and fitness of the workforce and the community you serve
3	Wasting too much budget and running out
4	No response given
5	Drones. Impact of surface ceiling of land because of new build housing increasing problems with flash floods. Drains can't cope
6	Demographics of the local area, N Wales has an aging population and the impacts that this has on potential staffing and succession planning. This also has an impact on potential candidates working for the on-call particularly in rural areas which is seeing an increase in second home ownership and local people looking elsewhere to live and work.
7	terrorist attacks
8	Demographics, doesn't mention concerns with staffing and succession planning etc
9	Feel the risks that are identified are operationally focused, but less consideration towards the risk to the Organisation in having the right people in place to deliver the services, e.g. recruiting of the specialist skill sets to drive the service forward
10	Very operational focused. Suitable resilient workforce
11	Community Risk Management Plan 2024-29 [REDACTED]
12	Ageing population
13	Increased traffic in Wales not just affecting the tourism towns but the main artery of towns along the A55 corridor. Particularly Flintshire. Increased new housing booms to the Deeside and Rhyl towns.
14	Maybe more cover in or around our bigger towns as Rhyl and Wrexham have huge residential and commercial development over the next 5 years
15	deaths due to lack of cover/budget
16	No down grade of fire cover in whole time and day crewed stations that would worsen fire cover and turn out times for communities they serve
17	The increase in population in higher risk areas.
18	Water rescue jobs
19	Road safety, especially motor cyclists
20	Bikers and caravans
21	Recruitment appears to be a concern.
22	Your list of work is very comprehensive
23	Your plan mentions wildfire, but what about the causes of wildfire. Thousands of campers visit north Wales each week and often camp fires are made increasing risk somewhat. Although most people are careful, are the fire service doing any prevention work to advise safe practice and highlight areas [of greater risk] that people should avoid?
24	You would expect more industry risks to be included in a risk plan. There is a local paint factory [on the outskirts of Bethesda] which would be damaging if it went up [went on fire].
25	Solar farms. Lots of farmers looking to diversify and they are considering turning large fields into big solar farms, not sure if you know about these developments [and potential risks]
26	Unrelated electric scooters
27	Risk of increased demands on our services owing to greater pressures on NHS / Ambulance Service
28	Possibility more focus on drowning [water safety]
29	Specific prevention activity for refugee and asylum seekers. New arrivals not aware of the risks here.
30	Can your service consider people that are new [and emerging] because translation and interpretation is vitally important to communicate and relay important messages.

<b>31</b>	Not sure
<b>32</b>	As a youth worker, it would be good to see more public services linking in with us [EYST Charity] and you can see the massive impact we have on the young people and their families we support. We seriously lack funding, but any help you [NWFRS] can give will be helpful. Using fire station community spaces? fire staff organising activities for young people. this engagement can help you find out what are the risks and how you can tackle them.
<b>33</b>	More emphasis on core skills and fitness and much less or rather zero of the political PC rubbish
<b>34</b>	Ageing population and the lack of mobility in older age.
<b>35</b>	The elderly. We are an ageing population where older people are isolated and alone.
<b>36</b>	E bikes in the news this morning
<b>37</b>	Recruitment in rural areas
<b>38</b>	E bikes
<b>39</b>	Specific areas at an increased risk of wildfire could be highlighted to raise public awareness. NWFRS could really improve the way it raises awareness, communicates with public and engages with people in general. Online comms doesn't work!
<b>40</b>	E-bikes are a worry. In the news this morning family died in house fire caused by e-bike
<b>41</b>	E-bikes and e-scooters are a huge problem that society does not acknowledge. Unregulated technologies are risky.
<b>42</b>	Older people with mobility issues. People that use electric chairs, storage and charging them worries me.
<b>43</b>	People falling into water, too many people/families take risks in the sea in bad weather. People walking dogs along train tracks. A55 getting too busy, especially during the holiday season. Hot weather people get ill.
<b>44</b>	E-bikes and dangers with the battery. People driving whilst using their mobile phones. People speeding in town centres and built up areas. Reduced access to swimming lessons means more people cant learn to swim.
<b>45</b>	Consider people who live alone, especially people who have lost their husbands [or wife's/partners]
<b>46</b>	As a former firefighter myself, NWFRS can come along way. I am proud you haven't closed any fire stations. It was a worry when Conwy was being discussed [in ECR in 2023].
<b>47</b>	There doesn't seem to be anything about actual firefighting skills and development
<b>48</b>	There are risks associated with motor cycles passing through parts of north wales which are still a concern despite signage. The fire service should work with the police to do further work to ensure fire service staff go to fewer incidents which can enable them to focus on fires and other emergencies.
<b>49</b>	Agriculture, tractors getting bigger and taking more room up on the roads. Fast traffic on roads, especially A5 between Bangor, Pont and Capel Curig, people outside the area travelling on route to Snowdon.
<b>50</b>	I believe another Emergency Cover Review will be conducted, it is important to stress how important Conwy Fire Station is to this area and everyone I come in to contact supports the decision to keep the fire station open.
<b>51</b>	Tourists camping, BBQ fires and wildfire.
<b>52</b>	I don't feel we cover water safety as well as we could, although the stats of drowning are fairly low, we don't really cover water safety in our safety messages. I don't think our service evaluate workforce data/feedback as well as we could do across most roles, but especially regarding on-call firefighters. Our service fails to engage effectively with tourists and new emerging groups such as refugees and asylum seekers. Naturally, community engagement is best when you work in partnership with other agencies/organisations, and we need to widen the partners to engage effectively. Our internal communication is not very good, especially concerning on-call teams who rarely know anything. Different approaches are required to communicate with different people across the service. A complete review of communications is required and it would be a starting point if the communication

	department develop a plan and seek feedback on their proposed activity for the coming year and this way they would soon find out gaps and opportunities.
53	Electrical devises, continuing issues with white goods and new emerging technologies.
54	Increased flooding risk. There are so many people we come across that can't swim!
55	Consider any specific risk to women, especially young women that are vulnerable.
56	House fires because of people smoking [In other rooms within multi-occupied properties]
57	Fires involving mobile phone & hair straighteners. Everyone has a mobile phone now. People leave them on charge.
58	Continue to engage with dementia support groups and families to document risk associated with increasing issues surrounding dementia related illness.
59	People are living longer, not sure if there are risks that go with that.
60	Workplace accidents. Car crashes. Accidents on farms and building sites.
61	People living with health conditions and dementia. People in older age groups. People with poor mobility.
62	Growing and ageing population. There will be more older people in the future and risks may increase due to their health.
63	The routine collection of dementia data is poor, but the statistics that are available suggest dementia is on the increase. The importance of knowing the number of those living with dementia is vitally important because when dementia kicks in, a person can become so much more vulnerable, get lost, leave cooking unattended, forget where they are, not see danger in the same way.
64	Specific risks that impact on older people when they are starting to show signs of regression (i.e. Onset dementia). In our community centre, we see a lot of people that are lonely and they don't really go out much apart from attending our weekly meeting. Women tend to live longer than men, so it a typical household, more older women are likely to be living alone.
65	Increased risk of falls amongst older people. Lack of dropped kerbs and dangerous driving [speeding] when crossing the road.
66	Older people looking after grandchildren presents some risk. People swimming in the river dee.
67	Be prepared for more [Older] people falling in the future, especially if they live in flats. Various local businesses have a step as you enter their premises and this create a trip hazard, especially for older people.
68	The plan covers most risks. Climate change and risks that come with that.
69	RTCs caused by people on phones whilst driving their cars. Chatting to others today, huge issue with tractor drivers in Ruthin area
70	Staff wellbeing
71	There is a risk of not attracted talented people. There are so many career opportunities available to people these days, you [employers] need to really sell the job to people i.e. Young people, people thinking of changing careers.
72	Impact of the 20mph on response times.
73	How do you consider risk to people that have had a stroke?
74	Partnership data relating to historical reported incidents, yes, but consider specific risks to new and emerging communities such as refugees and asylum seekers that move in to the area with very short notice. We [EYST charity] support many families and public services could do more with early interventions.
75	Supporting care homes with prevention interventions can be one way to engage and communication with people. Disabled people who lose their independence often feel forgotten.
76	Championing human rights and trans rights in the workplace. Failure to do this will add to the pain many trans people experience when accessing public services.

## Appendix B

Ref	OUR PEOPLE PRINCIPLE – ADDITIONAL COMMENTS
1	You need to work harder to retain RDS, please look at providing a pathway into RDS to wholetime. this is constantly spoken about but it seems to fall on deaf ears
2	They don't need to be 'champions of diversity' what utter nonsense, they just need to be skilled and competent
3	You rank skill and bilingualism above health. Health and well-being should be a priority for any person
4	Focus on skills and competency not quotas of females and minorities
5	Diversity driven recruitment and striving for equality of outcome are very much the wrong way to recruit and build a robust workforce. Recruitment should be a number. Not a name, sex or background affair. Best highest performing people for the job.
6	People should continue to be at the heart of all we do
7	You don't need to speak Welsh to put out a fire!!
8	Would be encouraging to see something about your commitment to the health and safety of all your staff
9	The bilingual requirement is limiting the size of your talent pool and creating bias towards Welsh speakers. There is absolutely no need or requirement to speak Welsh to provide a good fire service.
10	Recruit people from all backgrounds is essential. Make sure your service employs people with skills to engage effectively with young people.
11	More diversity needed
12	Recruiting the best available should be the priority not meeting numbers and tick sheets for bilingual speakers or solely to champion diversity
13	Teamwork to support individuals in the workplace
14	People should have some necessary skills, but there should be able to be room to improve. Remove GCSE requirements when you recruit as this is a barrier for people who underachieve at school
15	It is good the fire service come to the college to visit young people and talk to us about careers and your future plans.
16	Good the fire service visits us at the college.
17	Not enough diversity currently.
18	Logical, but how do you intend to get more women to join
19	More inclusion of Corporate Staff, Corporate Staff make up a large part of the workforce yet tend to be overlooked.
20	EDI, Modern Slavery, DV training should be offered to wider staff other than Prevention staff
21	I am aware that the service is working hard to improve wellness, However, I would say this requires more education. I have discussed my mental health with Members of HR and my Watch Managers, and even SM I have been sent links to Website and that been about it which shows how little they understand mental health. Also, the email Address for <a href="mailto:Bluelightinfo@mind">Bluelightinfo@mind</a> doesn't work.
22	Why would you champion diversity, what's that got to do with the fire service? Also, why bother with a bilingual service when everyone speaks English and so few speak Welsh.
23	no diversity, rubbish.
24	Greater engagement with local companies and businesses to encourage them to release their staff so that they can provide cover during the daytime - for example the Ifor Williams factory in Corwen
25	The training area seems particularly important here, and especially vital is training colleagues as they move up the seniority scale to think like managers.
26	Put stations where the risk is and provide equal fire cover across North Wales
27	Recruiting only the best for the job.
28	More emphasis should be on the best performing individual and have nothing to do with race, sex or any other diversity agenda.

29	How important is the bilingual? I know many welsh residents that don't speak Welsh. Appreciate the need to prioritise and retain the language but feel firefighting skills and capabilities outweigh this need for this.
30	Recruit people from all age groups.
31	I want a permanent, locally based fire brigade available 24/7, not have to rely on a station in Wrexham, who might be on a call out to somewhere much further away, resulting in a very long wait. I want Deeside to be manned 24/7.
32	You should review the way you recruit because you currently fail to communicate with some groups. I have never heard about your recruitment activities and i am really active on all social media platforms and i still purchase the local newspapers and I have never seen any adverts for firefighter roles which says a lot really.
33	No
34	The current staffing locations are right for those areas any improvement in areas that require it should not be at the expense of other areas
35	You should focus on employing strong fit local lads
36	Why are you wasting time on this woke nonsense?
37	Best people for the job regardless of background
38	Important to promote part time roles to ensure Bala [fire station] can respond effectively
39	Your plan does not outline how you successfully enhance recruitment strategies to maintain a diverse and skilled workforce. To achieve this requires investment and commitment. Your plan is more of a vision or goal than a plan
40	It is good to see more women in the fire service [In recent years].
41	People that want to join will join surely. It is good that you are encouraging people from different communities to consider the job.
42	You are a good service so why wouldn't you be able to get [attract] people.
43	You should value each other
44	Having a skilled workforce that are bilingual is important to us.
45	Diversity of skills is a strength.
46	Yes.
47	Its good to know people from all races work in the fire service
48	Strongly agree with your vision to [develop workforce] reflect the community
49	Sound positive
50	I agree
51	Break down barriers for ethnic minorities to join the fire service. Ethnic staff could help deliver more inclusive services
52	Yes.
53	Strongly agree
54	You need different minds!
55	Be trans inclusive
56	I agree there needs to be more diversity needed in our public services
57	Friends who have applied say the recruitment process is slow and communication is poor.
58	What on earth are you doing wasting time on this? What does this have to do with firefighting?
59	The Welsh language is important
60	Yes, ensuring you have a highly skilled workforce will help champion the diversity of the community, but how will you do this? You don't appear to have any ethnic diversity [in your workforce], ' See it to it and all that'...
61	You should open up your 'experience days' to people under 18, this would help younger people have a go.
62	Look after older people as their needs change

63	Strongly agree
64	Bilingual isn't really vital in Llandudno
65	Employ the best people.
66	Strongly agree with opening up to diverse groups, but welsh language is not a priority, best skills should be the main priority.
67	Recruitment local people with local knowledge
68	More women required
69	I agree mostly, getting people from different backgrounds has its benefits. However, you will never achieve diversity because some people you are trying to attract don't speak welsh which you clear demand people have on their CV. There is too much focus on welsh language which can put people off from applying for roles with NWFRS
70	It's good to hear your recruiting more women and further work is planned.
71	Your plan could provide more information about how it will retain an ageing workforce, especially operational firefighters that are now required to work longer and well into their 50s or early 60s.
72	Strongly agree, welsh language is important in some parts of Conwy, not so important in other areas. It will be interesting how you retain people with disabilities because the number of disabled people that are unemployed is unacceptable and employers need to do more to support people that are 'different'.
73	Recruitment should filter out the time wasters. If your availability isn't very good, recruit people that won't let you down. Increase your wages
74	Concerning that more women don't work in the fire service. Yes, a few more are joining but not enough compared to the NHS or police.
75	Recruit more people in certain areas.
76	Target people who want to do the job, don't waste too much time on folk who want to be a nurse or chef. Some people have made up their minds.
77	The average age of firefighters is too old, you will have too many retiring in one go, get young ones in now so you can train them up ready. draw on the skills of the older firefighters.
78	All staff should receive the training on EDI etc., not just prevention staff. It's also very unclear how this contributes to a Resilient Wales. It would be useful to have a sentence on how the principle applies to each well-being goal you have listed for each principle
79	No reason to dwell on bilingual as not much talking done when rescuing people
80	You need strong fit local men - that should be your principle as strong men are who I'd want if my house was on fire
81	Your principle looks very polished, but in reality how will you actually do this. Your plan doesn't explain how you will achieve this goal. There is clearly an inability to recruit people in some areas which you highlighted in your review last year.
82	Recruitment priorities in Conwy and any other areas where you experience challenges with recruitment [of firefighters].
83	It is good to hear more women are joining the fire service, about time. Women did amazing things when the men were away at war!
84	Being highly skilled will help you do your job well
85	I completely agree the service needs to broaden the pool of people it attracts because the FRS has so much to offer. I don't feel we celebrate our successes enough and if we communicated better with our staff, then they could be part of the solution by promoting what we are doing well. So many of our staff are on-call and they don't know what is going on daily, weekly and sometimes on-call staff know any development from a strategic perspective. I believe there could be better CPD for our staff and we serious lack in soft skill development. An investment in the L&D side of things will help hugely, but I believe some middle managers don't support their staff to complete training, so SLT don't always

	get to hear what staff at the bottom of the organisation want and need. At the moment, trust is low so people don't speak up in staff surveys etc.
86	We [ethnic minority groups] can provide a different perspective and experiences.
87	Recruitment of people from diverse backgrounds will help you achieve this priority.
88	I am not so sure many women will want to be a firefighter or see this [FRS] as a career choice. Taster days would be fun.
89	It would be great to see more women in the fire service. I have never seen a female firefighter.
90	Welsh is so hard to learn. This may be a barrier for people.
91	It will be good if workforce can speak languages
92	I strongly agree.
93	I will think about this.
94	Reduce entry age to 16 or 17 can help get more people in.
95	Try to make sure you develop a highly skilled workforce that are aware of dementia and training can help you broaden knowledge.
96	I believe firefighters work longer now, that can help retain the knowledge.
97	I would encourage you to recruit directly from the military, they are disciplined and they will hit the ground running.'
98	Have you tried to recruit young farmers
99	I agree with [REDACTED], recruiting from the armed forces [i.e. Army, RAF, Navy] will filter out some good ones. Nobody wants to do 20 years in the army, so they will jump at the chance of joining the fire brigade.
100	I hope you are geared up to support people with dementia because people living with dementia are getting younger and you [employers] should be aware of this if you already know.
101	As a service North Wales Fire and Rescue do a tremendous amount for staff health and wellbeing – it would be good to reflect this in this people principle section of the plan. We support the continuous review of recruitment strategies to maintain a diverse and skilled workforce. As an anchor institution, the Fire Service should consider different approaches to engage and recruit people in areas of social deprivation and protected characteristic groups. Pleased to see the inclusion of two further Fire Safety Staff Surveys following on from implementing the recommendations from the 2023 Fire Family Staff Survey.
102	Your plan to consult with key stakeholders to develop a training centre appears very sensible. By having nice facilities and a positive place to work, people feel proud to go to work.
103	Strongly agree to all.
104	Yes.
105	Ensure your workforce is equipped to meet the demands and risks older people will present. Currently services are so under resourced, we must all be prepared to cater to an older population as people live longer. Co-responding with ambulance services may become far more regular.
106	You have an opportunity to transfer people into different roles to maximise skills.
107	Your experience days are fab. Get to see what firefighting is all about. Good that diversity is being taken seriously and people are treated on their own merit.
108	There is comprehensive cover in most areas. It would be good to see fulltime jobs down the north wales coast in the future.
109	Recruitment of people from all backgrounds. It was useful to attend your experience day today. It was useful to know what the firefighter role is all about and also see what other jobs you have.
110	Specific engagement [positive action] will help build meaningful relationships with groups. This was done in the NHs many years ago and they were great at recruiting people.
111	I strongly agree you need to develop a highly skilled workforce, but the Welsh language is a certain barrier to recruitment. I have seen this in the NHS, where in fact they have stopped looking at Welsh language requirements for specific roles because they were not recruiting successfully. In some areas



	Welsh is spoken, but it very rarely required in Saltney and surrounding areas. Advertise your offer much better, your range of roles is not well known in the community. Other public services have the same issue. The NHS can teach you [The fire service] a lesson in how to recruit people.
112	I am interested to learn how the impact of the 20mph limit on your recruitment of people living in and around fire stations. I think lobbying should remove the 20mph in some areas. [20mph] Outside and entering Buckley does not make sense and this surely impacts on the fire engine getting to places.
113	Do you educate staff about communicating with people with a disability and those who have had a stroke?
114	Lots of unemployment [in the area], an opportunity to recruit good people that just haven't been given a chance.
115	By recruiting people from the middle east and different backgrounds breaks down barriers, ensure you [NWFRS] are culturally competent and communication will improve.
116	Your organisation is visible allies of LGBTQ+ rights and inclusion. This visibility will help people want to work for you.

## Appendix C

Ref	OUR PREVENTION PRINCIPLE – ADDITIONAL COMMENTS
1	Need more staff to carry out safe and well checks
2	the move to a more preventative approach from our service over recent years should continue to be a focus
3	You CANNOT prevent incidents T which you may be required to attend by leaflets & training vulnerable people
4	Prevention is better and cheaper than reaction. It is important to plan ahead.
5	Your plan to target most vulnerable makes sense
6	Only achievable providing 24/7 cover is available in ALL areas particularly those with the largest populations and Business Parks/Industrial Estates etc
7	important to have plans in place to keep vulnerable people safe
8	Your prevention work looks amazing, but you could do far more to involve young people, especially in areas like Deeside where so many young people could get involved with activities
9	A collective view in our group that public services can do more to engage young people.
10	Recruit people that know the community. Do you have enough prevention staff? You seem very low on numbers compared to other public services.
11	Not clear how the work of other departments linking their work to this principle?
12	I believe we already do this well and the more we can do the better
13	Phoenix project is good but the safe and well checks when not requested are a waste of time and money
14	Employ a greater number of specialist Home Fire Safety advisers to carry out the SAWC's. I would like to see area based Rural safety advisers to engage with landowners and the farming community
15	Reducing cover in busy areas with the higher rates of issues due to deprivation, substance abuse and so on is non sensical.
16	I think it's more important the right level of skill and number of officers is the priority for prevention
17	Please can we you develop a cadet's programme in Deeside. Hugely populated area and cadets would help develop young people and there are volunteers that would help.
18	Your safety messages are really important, especially your road safety work. the 20mph really helps keep drivers safe, but also cyclists. In Mold and Northop the roads are really narrow so road safety helps prevent incidents for sure. People walking on roads has reduced, not if you had anything to do with this.
19	Prevention is an important part of fire cover but should replace risk-based response
20	no
21	Focus on saving lives
22	Just prepare for incidents, this is another waste of time
23	Safe and well checks are highly regarded in the community
24	Can you continue to deliver safe and well checks, especially to people with onset dementia
25	Full support for your biker down sessions
26	Your biker down provision sounds good. Better promotion of this provision is required because i hadn't heard of it before today. How are you promoting it?
27	Safe and well checks really help keep people safe
28	You appear to adopt a data driven approach which is logically and sensible. Your website and communications could do far more to promote your prevention work. Very little is known about your prevention, youth or safeguarding work, so this should be a priority going forward.
29	Your service does a fantastic job keeping people safe. Safe and well checks are important to us.
30	We received a safe and well check a few years ago and we found the experience very positive. The fire alarms you installed are very good.

31	Camp fire safety advice as discussed in the first part of this survey. Safe and well is an important service.
32	There is a general consensus that safe and well checks are important and highly valued amongst the group.
33	Keep doing safe and well checks.
34	You have a good range of prevention activities. I didn't know you organise youth [provision]. You could promote this better because there are lots of children with little opportunities in the area. Not everyone wants to play rugby.
35	Prevention is better than response.
36	Vitally important your staff can communicate in Welsh
37	Good to see your service engage with us [ethnic groups]
38	Yes
39	Prevention helps protect [us]
40	Didn't know you install fire alarms. Better promotion of this service is required
41	You could sponsor youth groups to help cohesion and safety. Safety presentations on BBQ dangers. Use us [EYST youth] to deliver presentations
42	I agree
43	Yes, but not everyone will want to join [the fire service]. But it's good to be getting out there
44	Yes. your safe and well visits sound very impactful.
45	Strongly agree
46	Prevention is more effective than the cure!
47	Your community engagement is good. You have done a lot of partnership work with us [Unique Transgender] and this helps you speak to people you need to speak to. Continue the work and the trans community will trust you. Not much trust for the public services as a whole.
48	Safe and well checks appear very popular amongst the network. I have never heard of them before today.
49	What other prevention work are you doing?
50	In principle yes, your safe well checks help ensure fire alarms are installed and people know what to do [in an emergency situation], but what happens then, how to do check these people again [duration of time between checks is not clear]. Shouldn't your criteria be wider to protect more people. employ more people if required and state your business case to the government if you need to. This is what we do all the time in Youth Work
51	Your community engagement is good and we value you listening to us [Brew & Biscuit Group]
52	Strongly agree
53	I am a huge supporter of safe and well checks.
54	Safe and well are important
55	Safe and well checks is a special service you provide.
56	Safe and wells are valuable
57	Keep people safe
58	Absolutely vital service you provide to the public.
59	I had a SAW check [last year] and it was a very positive experience
60	Safe and wells appear popular amongst the group. It is great that phoenix provision takes place. More phoenix sessions [in other areas] would add value.
61	Your established prevention interventions are well respected, especially your Safe and Well checks. You can certainly do more to promote safety amongst older people, apart from you [redacted] we don't see anyone else [from North Wales FRS].
62	There is a strong consensus that Safe and Well checks work well. Can't think of anything else at the moment.
63	SAW

64	SAW save lives. Be consistent in your messages. Don't use the chain on your door so you can escape. [REDACTED] said she had a check [SAW] and she wasn't told to lock her door.
65	Strong support to continue and grow SAW provision.
66	SAW do work. More can be done to promote other risks, do more in schools and workplaces.
67	Again, unclear how this contributes to a Resilient Wales. It also probably does apply to a More Equal Wales? It would also be good to see objectives about reaching out to seldom-heard communities and embedding EDI in this work too
68	Does Phoenix actually achieve anything?
69	Again, your plan doesn't outline how your service will actually reduce risks to our communities, especially for those people who may be more vulnerable. Safe and wells are not reaching people effectively and you rely far too much on other public services to refer people when they are under resourced themselves. Your service clearly doesn't invest in the relevant areas and more planning is required to target people that you class as vulnerable. I work in Wrexham and I come across hundreds of people each month that are vulnerable and your service, along with Wrexham Council fail to reach them in any way. Major failings.
70	Broaden your road safety work to cover tractors, work with farmers to get them to pull over. Different generation, they [Farmers] always used to pull over, they cause people to overtake and take risks.
71	Maximise the potential to involve youths and young people in promoting safety messages and prevention activities.
72	Work with us [EYST Youth Charity]. Tell us how to stay safe.
73	Speaking to the group [here today], the installation of fire alarms [SAW] is very popular and the service you provide makes a difference. Although, there people that don't attend this group that can benefit [from a safe and well] so it's really about how you will engage with those people isn't it.
74	It is good to support people in this way.
75	Prevention activity can help reduce risk
76	In my view we do a really good job at preventing so many different incidents, but there is more we can do. Water safety risks are evident, but we don't link in with relevant partners to raise awareness of the dangers of paddleboards in adverse weather, windy condition or when the tide has turned. I believe some wholtime staff could do more Safe and Well Checks and this would reduce the demand on the small fire safety team. Local watches could build better relationships with local community groups and when relationships are developed, store contact details in a central location so this information can be used to promote future campaigns and recruitment, logical and easy to implement and over time genuine intelligence will be captured.
77	We [Ethnic minority groups] can help public services promote their work within different communities that are seldom heard.
78	Reducing risks to our communities. This can be partly achieved by working with charities like EYST.
79	Fire alarms are great because they let you know when there is a fire.
80	Interventions are good
81	I strongly agree.
82	Could charities help install the fire alarms for you. Some charities are trusted within the community.
83	You do great work to reduce risks to our communities, especially for those people who may be more vulnerable. Keep doing the dementia walks and come and visit us anytime.,
84	Your prevention work is useful and makes a difference.
85	Deeside [Firefighters] came to our house a few years ago to fit some fire alarms.
86	Could you link in with the post office to send out information [safety messages]
87	Free fire alarms.
88	The dementia walks are an effective way to communicate safety advice to me and the rest of the group.

<b>89</b>	Fire Service staff have a unique opportunity delivery 17,500 Safe and Well Checks per annum. We would encourage you to continue to Make Every Contact Count (MECC) when carrying out Safe and Well Checks by embedding health questions / discussion prompts within the visit such as smoking, alcohol, diet. Ensure equality monitoring for all Safe and Well Checks is carried out and recorded to provide robust evidence of how the Fire Service is engaging groups most at risk. The fire service should consider how it engages with vulnerable groups including the Gypsy, Roma and Traveller communities, Asylum Seekers and Refugees, we would encourage the continuation of the safety education messages including road safety and water safety and value the input of the Fire Service to the Public Service Boards across North Wales.
<b>90</b>	I like the prevention plan. Delivering Safe and Well Checks to people who are most vulnerable, but i feel you need to also focus on people who are in the early stages of being vulnerable as well. That is real prevention and our community group in Saltney can assist with referring people when we see a change in them.
<b>91</b>	Strongly agree to all.
<b>92</b>	Yes.
<b>93</b>	Ensure your workforce is equipped to meet the demands and risks older people will present. Prevention activity may reflect the increasing risk of falls and illness amongst older people. Currently services are so under resourced, we must all be prepared to cater to an older population as people live longer.
<b>94</b>	Safe and well provision.
<b>95</b>	I didn't know firefighters go out to people's houses. This must be rewarding and clearly helps to save lives.
<b>96</b>	It is good that firefighters visit people in their homes to prevent fires. It is interesting to learn firefighters work with partners to promote programmes.
<b>97</b>	Lack of public transport to go out, which is leaving people feeling isolated in their homes. People not using their heating because of energy costs increasing, people feeling unwell and living in damp conditions. Deprived areas.
<b>98</b>	In the supporting information, you delivered on average 15,000 safe and wells checks between 2019 and 2023, but you have only stated you will deliver 17,000 checks going forward. This is a low target when you consider COVID-19 restrictions were in place during this period and surely more checks can be achieved, especially in the East [Deeside, Garden City, Queensferry, Queens Park], where you have the greatest need in terms of population and deprivation.
<b>99</b>	Who do you consider the most vulnerable? You don't clearly state who these people are. The fireman told me older people are often categorised as most vulnerable which is good to hear, but some of us are far more vulnerable than others.
<b>100</b>	I strongly advice training [your staff] on subjects such as delivering services to people that have experienced a stroke.
<b>101</b>	The installation of fire alarms is a lifesaving service and I am delighted to see this service is included in your plan.
<b>102</b>	We [EYST charity] can help you spread your prevention safety materials to families we support. Very often families [Refugees & asylum seekers] don't know all the dangers, so they can be very vulnerable in terms of risk.
<b>103</b>	NWFRS could do more to engage with people living in care homes and care in general. Very few projects focus on people living in care settings, despite them being a vulnerable group.
<b>104</b>	You attend pride events and attend our Unique sessions. I trust your colleagues across the patch are also engaging and actively supporting.

## Appendix D

Ref	OUR PROTECTION PRINCIPLE – ADDITIONAL COMMENTS
1	You are an EMERGENCY SERVICE!
2	Not sure that staff from fire stations do enough visits to businesses
3	Your protection department does not bother to reply to concerns raised by members of the public... I had to raise my issue with a senior manager and log a complaint just to get a simple response.
4	Keep businesses safe. Dodgy landlords about.
5	Keep an eye on care homes and how they store electric devises and scooters etc.
6	important businesses keep people safe to avoid disasters
7	Businesses safe.
8	Make businesses accountable.
9	Again, as per above (Not clear how the work of other departments linking their work to this principle?)
10	Finally, a principle that might actually benefit the community!
11	Employ a greater number of Compliance Officers so that more inspections can be conducted.
12	Under staffed, how can you possibly reach all the businesses that need you with the shortage of staff you currently have
13	Yes. High risk buildings should be a priority
14	The recent fire in Mold reminds us how important it is for businesses to stay safe and keep people safe.
15	Keep Deeside manned 24/7
16	Yes agree, but business should take care of themselves. You rarely hear of cases where the fire service has taken a business to court, not sure if this is a good thing or bad thing. Are you doing enough to catch business that don't comply or do you do excellent work which prevent businesses having fires and incidents. Your media team could do a far better job at communicating stories either way!
17	All fire cover should be based on the RISK and not the frequency of incidents
18	Lots of holiday homes, always a risk where alcohol is concerned especially around water
19	Keep an eye on air bb and holiday homes that cut corners and don't do checks on their visitors i.e. stag do's. Alcohol and water don't mix
20	Target caravan parks to provide safety advice to guests ahead of their travelling to Bala and through Bala. Caravans cause congestion and problems when drivers don't know how to use them. Fire service could play a huge role to improving road safety
21	Important to keep on top of dodgy business owners who take short cuts
22	Similar to your people principle, you have listed some goals, but you have failed to explain how you plan to work in partnership with external stakeholders, land owners and land users to reduce the number of Wildfire incidents. A plan should outline how you will achieve this
23	There is no reference to take away and food outlets in your plan. Surely these businesses place extra risk to the community. There is a worrying number of take-a-ways emerging in Bangor and Bethesda. I believe some of these facilities are also lived in.
24	Other people in the group have said takeaways are an issue, they may be a concern in Bethesda, but I don't think they are an issue in Caernarfon, but I may be wrong.
25	There are not that many high buildings, but it is still important to keep people safe. The university [Bangor] don't appear to have too many issues
26	Local paint factory is only worry. Food take-a-ways in town are apparently a risk too. It sounds like you [Business fire safety] keep on top on everything.
27	There are not many fires in businesses, so you [NWFRS] must be doing something right.
28	Stay connected with local farmers to know what is happening.
29	It is important that you [Business fire safety team] communicate in Welsh
30	Yes, but community fire safety is the priority for us.

31	Yes
32	Better promotion of this will help business owners know the standards, especially owners who have moved [migrated] here from away
33	I agree
34	Businesses cut corners. Fires start in kitchens
35	It is good you are planning to keep businesses and high-risk buildings safe.
36	Somewhat agree
37	Not sure this workstream is as important as the others!
38	Hugely important. We [Society] need to avoid fires like the one the other week [In Mold].
39	Agree, but businesses should keep their own house in order, so hopefully the demand on your service reduces over time.
40	Didn't even know you had experts that do this work. Maybe you should promote it better
41	I'm not convinced this should be funded by the tax payer unless its funded from business rates I think this burden should be on companies but with enforcement
42	This workstream is not very well promoted
43	I wasn't aware that the fire service did this [delivered this service].
44	Keep an eye on dodgy landlords.
45	Somewhat agree
46	I guess yes.
47	Having experts is important.
48	I hadn't heard about this work previously, you could do more to promote it in the media and through a printed newsletter.
49	Your principle is a little woolly and lacks clarity. How will you provide this service because I am not aware of one business that has received this service. You don't provide any information to define what is 'high risk'.
50	It is not clear what is 'high risk' so it is difficult to agree to something that is not clear sorry.
51	Yes, it seems to make sense.
52	I didn't know you did this type of work.
53	Legally yes keep an eye on businesses, but there are private consultants who can advise them.
54	Again, having a statement on how the well-being goals apply would be helpful
55	Business should be finding this not the tax payer
56	This principle is simply not true. You really fail to provide expert advice. Your staff don't engage with local businesses, nor do provide expert advice. I spoke to one fire officer at an event last year and they were fairly new in post, not qualified and they said they signpost people to advice, so they didn't provide it at all. Your website <a href="http://www.northwalesfire.gov.wales/keeping-you-safe/at-your-business/guidance-documents/">www.northwalesfire.gov.wales/keeping-you-safe/at-your-business/guidance-documents/</a> lacks basic information that other public services provide, take public health that do provide expert advice <a href="https://phw.nhs.wales/services-and-teams/dental-public-health/information-for-the-public">https://phw.nhs.wales/services-and-teams/dental-public-health/information-for-the-public</a>
57	Don't really know what this is.
58	Yes, to all.
59	Nothing specific to add.
60	Unsure what you mean by supporting businesses to grow.
61	I don't know enough about this area of work to comment to be honest.
62	We [Ethnic minority groups] can help NWFRS promote their work within different businesses that are often forgotten or don't approached.
63	I strongly agree if the protection principle is a legal requirement.
64	I strongly agree.
65	This principle doesn't really impact on us too much, but it is comforting to know places we visit [Dementia Group] are safe.

66	Making businesses safer has to be a good thing.
67	Making businesses safer can improve public safety.
68	Public safety.
69	I strongly support providing businesses with expert guidance on fire protection. This will help keep buildings and public safe.
70	The number and spread of 'dark' kitchens continue to rise. Dark kitchens (also known as cloud, ghost kitchens, virtual kitchens and shadow kitchens) are places where food is prepared at a premise to be delivered to consumers. The premises are not open to the public, with orders coming in from websites and apps. Dark kitchens are often on the outskirts of towns and cities in industrial estates and warehouses. Have the dark kitchen operators received the comprehensive fire protection workshop and training sessions to enhance their preparedness? As with other businesses it would be beneficial to meet with dark kitchen operators to understand their unique needs and challenges in terms of safety.
71	Small and medium businesses need all the support they can get in these challenging times.
72	Strongly agree to all.
73	Yes.
74	Currently services are so under resourced, we must all be prepared to cater to an older population as people live longer. Co-responding with ambulance services may become far more regular.
75	Clearly a strong area of work that fire services have done for many years.
76	It was interesting to learn about your business fire safety side of things.
77	Not sure.
78	Physical access is a huge concern in various buildings and businesses. Independent shops in local towns are an issue, especially if there was a fire or emergency. The staff in many shops are too small to get you out.
79	I have concerns about the accessible of shops. I heard another person mention this and it is true. Steps into shops and narrow aisles make it impossible to get out [of some shops in an emergency]
80	There is certainly overcrowding in shopping centres and this is concerning if there was an emergency [fire].



## Appendix E

Ref	OUR RESPONSE PRINCIPLE – ADDITIONAL COMMENTS
1	This should be your main priority
2	Prioritise gaining extra funds to employ more full-time fire fighters instead of robbing Peter to pay Paul all of the time
3	Your ECR suggested moving cover from busy built up areas with large call volumes and high to rural quite areas. If cover can be provided in these areas without stripping where it is needed most then great, but moving from a risk-based model to an equitable model is nonsensical
4	We should never lose sight of the fact that regardless of all the good work the Service has done over recent years we must ensure we remain ready to respond quickly, effectively and safely through training, equipment and fire cover provision
5	We were very disappointed that Rhyl didn't change to be like other day staffed stations as it is more like Colwyn Bay etc and therefore staff could have been used better in other areas
6	Deeside fire station is in a key location.
7	There is a good spread of fire engines across the area, please don't reduce the number of fire engines or staff
8	Need prompt response in built up areas like Deeside, Shotton and Connahs Quay.
9	Good response needed
10	Good spread of fire stations for quick response is important
11	Maximise response in all areas
12	More retained our needed, I think if there were more open days at the stations, family days, fundraising events it would make the service seem more approachable and sharing information about what we as a service and what is expected of retained.
13	Brilliant!
14	Make On-call members of staff feel better valued. This will assist with recruitment and retention in local areas
15	Still think a review of fire cover is needed, some areas are so deprived
16	Faster turnout times 24hrs a day required without downgrading current cover
17	To strive for a fair response model over a risk-based model is again. Non sensical and actually unheard of. I have worked private sector management for over 20 years and would be sacked on day one for such a ludicrous suggestion
18	It's all about having the right numbers of officers and not reducing numbers for reduction sake. Make people the priority for response.
19	For the public to assess the plan more data is required, you should provide real time data on availability and response of each appliance and not just a generic measurement. Cheshire FRS' Cover Review contained the level of data necessary, North Wales FRS was woefully inadequate.
20	Deeside is an important fire station, please ensure it continues to recruit local people that know the area.
21	Keep Deeside fully operational / manned 24/7
22	You do any excellent job. By all account, your service did a good job at the Mold site recently. Will you be closing any stations in the future, it would be my preference to see all current fire stations stay active and adding value in their communities.
23	Response should always be on a risk-based analysis
24	No
25	This is the only principal you should be worried about
26	Bala [fire station] has a good reputation. Wholtime roles in the central area would improve cover
27	We fully support the creation of fulltime firefighters' roles in Gwynedd in the future
28	I support better fire cover in Bala and surrounding area helps address really busy times when we see mass visitors arrive

29	Bala and other [on-call] fire stations need full time roles to cater for local people that want to serve their community in a professional way [as a serious career choice]
30	You do a good job
31	Your service is not currently providing enough opportunities for people in Gwynedd to work whole time, so more needs to be done to address this, plus you cannot always rely on on-call firefighters and plans to create more fulltime roles [In Bala and Gwynedd more generally] is required to protect the communities
32	It is good to see you are conducting a review of your fire engines and specialist vehicles that enable you to respond effectively.
33	It is comforting to know Bangor and Caernarfon are fulltime [WDS watches], but better cover is required in other areas of Gwynedd.
34	We can't fault the fire service for the work you do. Although improved cover [In Gwynedd] would help keep people safe. You [redacted] mentioned Porthmadog and Dolgellau were proposed [In 2023] to become fulltime, this would make sense and help respond quickly to emergencies in the area. Caernarfon is a long way from Barmouth.
35	A fire station in Bethesda would reduce the demand on Bangor having to come out of the city.
36	Bangor fire station do a good job. I am surprised there is only two fire engines in Bangor and there is no fulltime firefighters in south Gwynedd. Surely you will address this gap within this plan?
37	Keep up the good work.
38	Clearly [from what you have said] the fire service needs to do more to place fulltime firefighters in Porthmadog, and lower down the coast [South Gwynedd].
39	be aware of all risks and developments to local farming, especially if the land is in areas where wildfires happen.
40	Fulltime firefighters here [Welsh speakers from Gwynedd] will help you do your jobs [respond effectively to emergencies].
41	Wrexham need to keep their fire engines, it's a city.
42	This is a deprived area [garden city] so the fire service plays a vital role to keep us safe
43	Fire service is important public service
44	Deeside fire station do a good job
45	I was surprised Deeside only has one fire engine [wholetime] to respond quickly cover such a large area. You said other fire engines are located nearby, but Deeside surely needs two [wholetime] fire engines to cover such a large area
46	Yeah responding is what you are about. Sealand has lots of fires. Kids messing around. BBQs in fields. Your responders could get to know us and bring the fire engine down [to the youth centre]
47	I definitely agree with this one
48	Yes of course
49	Quick response is important to us. There are lots of elderly [people] here [in our street] so quick responses can help them get out of a house fire. Connahs quay seems to have lots of old people that would find it difficult to get out of a house quickly.
50	Strongly agree
51	Please don't under resources your response!
52	It is good to hear Rhyl availability has improved. Still an issue to provide fire cover in some parts [of north wales]. Better incentives are needed to attract people to the firefighter role. take a leaf from RNLI, Chester Zoo and other charities that manage to recruit hundreds of volunteers. got to be worth doing. it seems like they [on-call firefighters] have to work to many hours [each week], people don't want to be tied up for days in a row. Surely worth looking at cutting back the number of hours so more people wouldn't mind [providing on-call cover]
53	This is what you do. Whichever political party gets in [After the election], makes sure you stand your ground and don't make cuts. Your on-call debate was interesting, clearly more investment is needed,

	but financial incentives are clearly missing if it is worth people being fixed to a certain geographical location for hours on end.
54	Agree more efforts required to staff Llanberis and Conwy
55	How is this not your number one priority surely this really is the ONLY principle other than prevention you should be focussed on
56	Your information doesn't really deep dive into the issues you experience with recruitment of part time firefighters. Better recruitment efforts required, or change the system to suit modern lifestyles.
57	It is good to hear Deeside fire station didn't close down. the last you [REDACTED] came [To see us] you said staff duty systems were going to change. Deeside is a highly populated area with lots of poverty, so the fire service is needed here [Deeside] not taken away. Thank you to listening to us [ECR in 2023 [year]].
58	We feel Deeside fire station is perfectly located to respond to people in that area.
59	Keep Conwy fire station open. They do a good job, particularly in the marina fire [in 2023]. Mountain fires are out of way so locals [on-call staff] know where to go and how to get there
60	Strongly agree
61	This is your bread and butter. Llandudno [wholetime watch] always support local events and bonfire night.
62	Conwy keep open
63	Do what it takes to develop Conwy fire station.
64	Hugely important quick response happens
65	Develop Conwy station
66	More work is needed to address the poor availability in Conwy and other locations that you reported last time [ECR in 2023] you visited
67	My son has just applied to join [NWFRS]. I am assuming Conwy fire station is a little worn, so upgrade facilities will improve your offer. Have open days. It is good to hear there is high rise capacity [ALP] in the area that can respond quickly if required and other ones [ALPS from Rhyl & Wrexham] that can support [A major incident]
68	Effective response is only possible if you keep fire stations open and your review [ECR] was very concerning [proposal to close Conwy fire station and other sites]. Availability needs to certain to deliver this principle. I support a review of equipment & vehicles
69	You suggest being ready to response, so surely this means you won't close any fire stations or even propose it again. You clearly need to sort out recruitment [on-call stations], it doesn't sound like you have sorted it [Following a discussion in the ECR in 2023].
70	100% support for responding effectively.
71	Address recruitment issues in Conwy to improve your response in the area.
72	Good to see you have fire stations in most towns along the coast [Conwy].
73	Do what it takes to get to us as quickly as possible, you know what you are doing.
74	Far too many firefighters who are not committed to the job. Availability was never an issue [When I was a firefighter]
75	Why is this so low on the list?
76	Your response work is your strongest feature by far. You rarely hear from the fire service not providing a good professional service. You clearly need to invest more into staffing because your officers have explained to me that some fire stations are not operating for business because their cannot recruit people. Other public services recruit perfectly well and there is a shortage of jobs and unemployment is high in Wrexham, Connahs Quay, Flint, Mold, Rhyl so there is no excuse whatsoever. Your recruitment team clearly are not using the relevant techniques.
77	A fire engine is Bethesda would be a positive move. This would create jobs for people in the village.
78	Yes, to all.
79	Recruit and enable Conwy [Fire Station] to fulfil its potential

<b>80</b>	Narrow roads everywhere [In Llandudno Junction] so there are huge challenges [for fire engines] to access certain areas quickly.
<b>81</b>	You best not close fire stations, otherwise people are unable respond
<b>82</b>	To enhance your ability to respond, it is clearly evident we need more wholetime fire stations, especially across North Wales. Personally, the ECR proposal to establish wholetime provision in Dolgellau, Porthmadog and Corwen made perfect sense. Our service desperately needs to develop a purpose build state-of-the-art training facility to enhance our offer and attract people in. When you look at Greater Manchester, Cheshire and other services, their facilities are genuinely impressive and when people turn up for an open day, positive action or selection day, a new training facility creates an inspiring and motivational environment. Any reviews should seriously consider dropped operational crews down to 4 from 5 because other services have done this and we manage to make it work with on-call.
<b>83</b>	Being ready to respond sounds good to me.
<b>84</b>	The emergency sector plays an important role in keeping people safe. Wrexham is a growing city with big plans to develop the university. There is a buzz surrounding the football club and we are seeing more and more people coming into the area from outside the UK.
<b>85</b>	Wrexham has a fire engine so this makes me happy.
<b>86</b>	It would be an advantage if response staff could communicate in different languages including BSL. My friend at school is not verbal so most of our communication is through using our hands and writing.
<b>87</b>	We need ready to respond if there is a fire in the house or at school.
<b>88</b>	I strongly agree.
<b>89</b>	Quick response is particularly important to get people with dementia out of their homes because they often get confused and some of them [People with dementia] lose their sense of direction.
<b>90</b>	I assume saving lives can be tricky when people are unable to get themselves out of a burning building. There are several fire stations along the coast, so that gives me confidence about your response. Deeside is our nearest station and they do a fantastic job.
<b>91</b>	Please do not consider closing Deeside [Fire station] again. The area needs a fire station, plus this enables you [NWFRS] to respond quickly.
<b>92</b>	Prompt response is paramount. Do whatever it takes to do this.
<b>93</b>	This can only happen if Deeside [fire station] stays open 24/7.
<b>94</b>	I have only needed to call you once and the service was prompt. It was a false alarm, but it was a worry at first.
<b>95</b>	It would be worth referencing your response to the Civil Contingencies Act and contribution to North Wales Emergency (major incident) Planning / Preparedness.
<b>96</b>	I like your plan to conduct a review of your specialist vehicles and fire engines which will help future proof your ability to respond. The general feeling amongst the group is to maintain all the firefighters in this area due to the risks and possible incidents. There is no way Deeside and Connahs Quay can cope without fire engines that can respond 24 hours a day.
<b>97</b>	Be ready to respond
<b>98</b>	Strongly agree to all.
<b>99</b>	Yes.
<b>100</b>	As people live longer, co-responding with ambulance services may become far more regular for the fire service. communication between services may become more relevant. .
<b>101</b>	It is essential that Deeside fire station sustains its current duty system to be able to respond to emergencies in the deprived areas surrounding Deeside, the Quay, Queensferry and garden city.
<b>102</b>	I didn't know there are so many fire stations. I will look to join soon.
<b>103</b>	You appear to have the best kit

<b>104</b>	The experience day was useful to learn about your fire service response, duty systems and shift patterns.
<b>105</b>	Doesn't include safety to staff
<b>106</b>	Do what you need to do to respond quickly.
<b>107</b>	Do what it takes to ensure local fire stations [Deeside, Flint, Mold, Holywell] are well resourced and ready to respond.
<b>108</b>	There used to be a fire station in Saltney, could reopening this be considered.
<b>109</b>	Absolutely.
<b>110</b>	Broaden the range of languages your staff speak to cater for people in the community. Lots of teachers and health workers who speak Spanish, Punjabi. Chinese is the language of the future.
<b>111</b>	People that are unemployment [in the area] could help you address your recruitment [for on-call roles].
<b>112</b>	Your provision seems to be suitable in this area [Wrexham & Flintshire] which is no surprise because they are the largest areas [population] with some areas of poverty.
<b>113</b>	Any review should consider the risks in care homes, especially rescuing multiple people in an emergency. Location of fire engines and staff has never been more important with more older people in Wales and more people living with disability.

## Appendix F

Ref	OUR ENVIRONMENT PRINCIPLE – ADDITIONAL COMMENTS
1	You are spending and worrying too much on carbon footprint, yes, it's an issue but you are taking the money from where it's needed more!!!
2	More nonsense, a complete waste of time and money
3	Very vague
4	Complete waste of time and money
5	Carbon neutral by 2030 will be a big challenge
6	You are not Greta Thunberg
7	Reducing fires in rural areas is important to preserve wildlife and countryside.
8	Better awareness of protecting the countryside can help young people avoid camping and BBQ in certain areas
9	Electric is not always the best way forward! not totally safe
10	Install energy saving devices now, save in the long run
11	good ethical purchasing
12	Better for the environment to consider impact
13	The climate hoax is such an obvious scam what are you doing wasting more time and money on this utter nonsense
14	Greater use of solar panels at Fire Service locations
15	A government brainwash
16	We all need to focus on the environment
17	Play your part in being carbon neutral
18	The climate change agenda is vitally important. You team at Wepre park told me you have make positive changes in your fire stations and moved to electric cars and you are looking at new electric fire engines for the future, sound like you are doing a lot more than the police and other public services in this area.
19	yes...
20	Waste of time
21	Complete waste of time
22	Your service is doing the right thing purchasing modern equipment, but be mindful of buying the latest electrical items which may not last as long as traditional mechanical and fuel type engines. Good idea to implement energy saving measures in your fire stations
23	Good planning can save you money in the long run
24	Very sensible planning
25	Big fat yes to lower carbon
26	Educate your staff and purchase low energy items are good steps to take
27	I agree you need to work towards net zero, but I disagree you should replace all cars with ultra-low emissions alternatives because you cannot be sure the technology will get your staff to places they need to go [implying the size and distances are too great across North Wales]
28	By conducting a review of our fire engines and specialist vehicles, I assume you will take fuel and potential impact on the environment into account [Co2 emissions]
29	Adopting eco-friendly practices in our daily operations gets the thumbs up from me.
30	It is good that you are thinking about the environment in your plan.
31	Sensible!
32	It is positive that you are taking steps to reduce carbon emissions.
33	Yes, I support this.
34	Anything you can do to keep the air clean will help future generations.
35	100%
36	Yes.

37	Good principle to have.
38	[Your services approach] working from home helps cut carbon emissions from travelling to work. Just a thought.
39	I agree
40	It is impressive how much you are doing [concerning the protection of the environment]
41	Yes.
42	Somewhat agree
43	By taking good measures will save you money in the long term, so no brainer!
44	Everyone needs to do their bit.
45	be careful paying over the odds for new technology if it doesn't last. how will you know? let others [services] trail and see what happens.
46	Agree this is a positive step
47	This is nonsense, you wasting tax payer funds on stupid green initiatives while China burns tons of coal each day, it's laughable!
48	Standard practice to manage energy usage these days
49	It sounds like you are doing lots of positive work [concerning environment impact]
50	I think so
51	Somewhat agree
52	I guess.
53	Agree somewhat, but be mindful of dodgy technology and electric powered.
54	I don't fully support a move to electric cars/vans. My daughter has a top of the range electric car and the range is about 3-4 hours, no good for emergency workers. Plus, electric cars stop completely in a flood. Very dangerous.
55	It's not rocket science to save money regarding energy.
56	This is refreshing to hear you on this [Considering the impact on the environment].
57	Everyone needs to do their bit to protect the ozone layer.
58	Do invest too much in technology that hasn't been trailed and tested.
59	Avoid investing in technologies that won't last as long as existing technologies. Washing machines, kettles, you know, nothing lasts long anymore, so be careful.
60	Done well, this should also contribute to a Prosperous Wales (procured from Welsh businesses etc). There should also be reference to the natural environment/biodiversity. This is a key part of any environmental work and currently there is only reference to decarbonisation. What role does the service play in enhancing a biodiverse natural environment?
61	Scam
62	Yes and no to this principle, if you have been taking measures anyway, why such a push to improve things now. you can do some much, but the priority has to be staffing, recruitment and improving your service.
63	Energy saving practices make sense.
64	Yes, to all.
65	Nothing specific to add.
66	Environmental goals should be proportionate and balanced with costs. As [redacted] said, avoid buying technologies that won't last [As long as older fire engines/vans]
67	I believe this is hugely important area and we are doing an excellent job and putting things in place. Tim is excellent and he has made a positive difference to drive this workstream. The Environmental plan looks great and we can do our bit to cut emissions, reduce energy usage and lower overall carbon footprint
68	I support any measures that help protect the planet for future generations. This priority sends out a strong message.
69	We fully support this priority.

<b>70</b>	Yes, keep the air clean where possible. You do this when you put out fires too.
<b>71</b>	I strongly agree.
<b>72</b>	Upgrade your facilities.
<b>73</b>	I strongly agree with the priority to protect the natural environment for future generations.
<b>74</b>	Turn the heating down 1 degree. Don't waste water.
<b>75</b>	Use less energy, save money. Turn water taps off as soon as possible.
<b>76</b>	In addition to the measures included within the plan, it would be good to see a reference to how the active travel agenda can contribute to this principle. For example, signing up and embedding the North Wales Healthy Travel Charter.
<b>77</b>	I like your plan to review stock items and develop working practices to minimise waste. Try to purchase products with minimum packaging and reduce energy usage on fire stations and any offices you have on your estate.
<b>78</b>	I support eco-friendly practices.
<b>79</b>	Strongly agree to all.
<b>80</b>	Yes.
<b>81</b>	Share resources with other public services or community centres to save costs. Equally, you could hire out rooms in fire stations to community groups to generate funds which could be invested back into the facility upgrades and maintenance.
<b>82</b>	Be efficient as possible.
<b>83</b>	This is a responsible plan.
<b>84</b>	This is a passion of mine. Shared values.
<b>85</b>	It was interesting to learn about the projects you have i.e. recycling, purchasing certain products, ethical procurement.
<b>86</b>	Lack of staff means more travelling/travelling times of crews/staff, which means higher use of vehicles.
<b>87</b>	Any savings has to worth doing.
<b>88</b>	A review of your practices will help identify ways you can improve.
<b>89</b>	Young people understand the priority and adults needs to protect the environment for future generations.
<b>90</b>	Upgrading facilities should reduce your costs and be safer.



## Appendix G

Ref	OTHER AREAS IN RELATION TO THE SERVICE WE PROVIDE – ADDITIONAL COMMENTS
1	No
2	How about having a fit, strong workforce?
3	No
4	Making rank structure fair. Control WMB vs operational WMA. Control don't manage half of the staff and are not put in extreme positions. Likewise, departmental WMA vs station WMA. They get paid the same but their responsibility is completely different.
5	Health and wellbeing
6	Scrap it, it's a hoax
7	Maintaining or even improving cover in our ever-expanding busy populated areas to best protect our firefighter's safety and the public.
8	Stop wasting money my money on stuff like this! I may need you in an emergency but I do NOT need all the "nannying"
9	Young provision is bare around Deeside, Connahs Quay and Flint, maybe the fire service could do more to get young people involved and volunteering.
10	Youth provision... cadets. Volunteering opportunities, work placement for FE students.
11	Volunteering ops for college students
12	Work placement and volunteering opportunities.
13	Your service misses the opportunity to seek volunteers which are willing to give up their time.
14	Maintaining quick response to fires in areas like Flint and Buckley
15	Volunteering and placements opportunities for students.
16	Do you have a policy for cross-border Ops with Mid-Wales, Cheshire and Shropshire?
17	Our Social Presence is small and incredibly formal. We send a unapproachable message, I think we should do more to appeal to all ages and try and show a more fun side, police social posts are frequently funny or interesting ours looks like a 50's news programme
18	How about ensure the crews are fit and strong and stop wasting time and money on political nonsense
19	Utilise our on-call staff to assist the Welsh Ambulance Service in Rural locations where possible to help reduce the pressure on them. Consider the re-introduction of the proven Community Assistance Team (CAT) to deal with the large number of 'Falls' .
20	None
21	Slimline top tier management and increase frontline staff on the ground.
22	More cover in our built-up ever-expanding areas. Not less through a bizarre effort to provide a fair service
23	Please do not cut staff or personnel. The right number of staff that are skilled and qualified to respond is critical for a competent service.
24	Cadets and link in with St John's ambulance
25	Chatting to the guy at the park run, is there not potential for service to be based in shared facilities to help get to incidents quicker. For example, can't your fire engines move to areas where you have more staff available to help address the availability issue?
26	No cuts to front line services or down grading of stations or crew numbers investment in RDS crews in rural areas and further investment in the WDSR.
27	Just focus on having a prepared service and stop all this political nonsense
28	Recruit local people in certain areas to reduce the need to travel
29	Would more capacity lead to quick responses to deliver Safe and Well Checks? The low risk people may become high risk by the time they actually get a visit. This is worth serious consideration because our [Dementia] group is evidence how ill health can come about very quickly indeed

<b>30</b>	The growing number of food outlets should be looked at more closely. Also, food delivery people dashing around Bangor and nearby villages places extra risk on road users and people walking across roads.
<b>31</b>	No.
<b>32</b>	Seriously consider to provide fulltime fire station in all areas.
<b>33</b>	Solar panels, great to produce our own energy but at what cost if there is a fire!
<b>34</b>	Help support refugees when they arrive
<b>35</b>	Open up fire station to the public. Organise youth club visits
<b>36</b>	You have covered a lot in your plan
<b>37</b>	Advice and guidance for refugees and new arrivals to the UK
<b>38</b>	Not really.
<b>39</b>	People that are new [and emerging] that will require translation and interpretation
<b>40</b>	So many ways to link in with young people to advance your work. volunteering ops, they can communicate your jobs and safety advice. Youth workers are well connected, so it makes sense to use them to help communicate, far more effective than Facebook etc.
<b>41</b>	Maybe ask charities like us to deliver training in your organisation.
<b>42</b>	Heritage buildings officer like other counties?
<b>43</b>	Broader your prevention activity will help reach more people.
<b>44</b>	More focus on road safety on A5 and back roads
<b>45</b>	I don't understand why you think you need to even worry about anything other than fighting fires and protecting people; that's your only job, what are getting involved in all this political garbage?
<b>46</b>	Be more visible in the community. You don't see the fire service out and about as much these days
<b>47</b>	Broaden safe and well checks to more people.
<b>48</b>	More opportunities for young people to engage with you.
<b>49</b>	Older people. Ageing population
<b>50</b>	Single parents and grandparents who are responsible for babies and young children
<b>51</b>	Better awareness of the dangers of e-bikes.
<b>52</b>	Expand your safety messages to more people. Maybe you could visit regularly, even monthly or everywhere month nobody has been seen last year [ECR]
<b>53</b>	Awareness campaigns need to reach us. Better community engagement techniques clearly needed. Your firefighters could be more visible, but I acknowledge you have said Conwy are part timers [on-call with limited available/capacity to attend groups/events].
<b>54</b>	No.
<b>55</b>	Just focus on prevention and response
<b>56</b>	Highlight the dangers with E-bikes, e-scooters, unregulated electrical items etc.
<b>57</b>	Keep doing what you do. Regular visits to community centres and churches.
<b>58</b>	Just a suggestion, produce a hard copy newsletter that we could receive to keep us informed.
<b>59</b>	Deliver presentations like the public health teams
<b>60</b>	Broader awareness campaigns to target people entering water, dog walkers and runners alongside train tracks (i.e. iPods, not listening out for danger))
<b>61</b>	Provide advice concerning risk associated with new and emerging technologies, but communicate with people in Llandudno junction through established community partners (i.e. Brew & biscuit)
<b>62</b>	Engaging with people who live alone.
<b>63</b>	Broaden community engagement to promote recruitment, but this time can be used to promote safety messages.
<b>64</b>	How could the FRS contribute to Welsh culture? Also answering here because it's not asked - the expected number of wildfires is low, even though the prediction of wildfires indicates that they are likely to increase with hotter drier summers. Why can't you predict flooding numbers? Even just to say likely to increase - which you indicate they will? I appreciate that a lot of work has gone into

	determining these but it is not at all clear that there is a relationship between your described risk and the numbers presented on page 22
65	Who on earth dreamt up this? What a waste of time, effort and no doubt money.
66	So many things. Could your firemen do more if fires have reduced. Your supporting information suggests you will have more emergencies in 2024/25 but the number of incidents are hugely low compared to us working in health. You could link in far better with health services, both Betsi Cadwaladr and public health to promote services and signpost people referrals and advice
67	Road safety messages to farmers/tractor drivers. Can NWFRS do something to prevent the speeding issues along the A5 down, especially the Bangor to Capel Curig stretch.
68	Maximise the potential to involve youths and young people in promoting safety messages and prevention activities.
69	SAW to more people. Review engagement techniques.
70	Narrow roads everywhere [In Llandudno Junction] so there are huge challenges [for fire engines] to access certain areas quickly.
71	We should revisit animal rescue, height rescue and Cardiac response and this could help build a business case for more funding in the future.
72	There is potential for NWFRS to work closer with us [EYST / Wrexham Cultures Youth Project] to enhance the lives of young people in Wrexham and Flintshire.
73	Set up a cadet's programme in Wrexham please.
74	Cadets programme and opportunities to gain work experience.
75	Maybe the fire engine can come to the youth club and school.
76	Nope.
77	Create safety video clips for YouTube and Instagram
78	keep doing what you do.
79	Your [Dementia] walks are a real treat. Thank you.
80	Tailor services to large groups like older people and people living with dementia. Support for the families.
81	Increase your prevention work to cater for the increasing number of people retiring and older people living with health conditions.
82	Consideration for people living with dementia and the complexities that can surround people living in different places, those living on multiple floor flats, living alone etc.
83	Continue with all the great work you deliver with children and young people through the Youth Education programmes. Ensuring health promoting messages are embedded throughout these programmes.
84	I am sure your existing service cover everything, but more regular engagement with community groups like ours can surely improve your ability to communicate preventative safety messages. Some members use the internet, but most of them benefit from face to face interaction.
85	You could cover the Saltney area. There is no fire station here currently.
86	Link in with other services better, health, ambulance, charities etc.
87	New risks. New training centre is positive.
88	Defo consider animal rescue in the future
89	You could take your experience days out to schools and colleges. they would have impact.
90	Not really, but increase the number of safe and well checks.
91	Open up fire station for the public to visit and see what you do.
92	Assess and advise local business about accessibility.
93	Deliver services with people that don't speak English as their 1st language in mind.
94	Refugees & Asylum seekers. Isolation of families that are new to the area. Acknowledgement that some families new to the areas don't know how to access services. New services may emerge from engaging with new and emerging groups.

<b>95</b>	Tailor services to cater for care homes and people living in care settings.
<b>96</b>	Offer up your community rooms for group to use occasionally. Possibility Llandudno or Conwy.

# Appendix H

Ref	SOCIAL MEDIA – ADDITIONAL COMMENTS
1	Made it over complicated to just send an email and then block it
2	<p>We all come up with "five principles of" or four or three or ten. I do it for my team in work (which is no way near as hazardous as what you do). I would think, as a layman looking at what you do, your principle aims would be: Education Safety (your staff and the public) Response Review</p> <p>I am looking at this from a QA point of view and I sincerely hope you take this as a suggestion not a criticism.</p>
3	<p>So how much is this Consultation costing. Having served in the Fire Service when it was a disciplined Service being overseen by experienced Personnel I find this amazing. Put simply the Fire Service is an Emergency Service, responding to all calls for its attendance, assist and advise on all aspects of Fire Safety</p>
4	<p>Right lets put all this in perspective. This is [redacted], named so as she was saved by myself as the 24/7 cover at Rhyl and Deeside (2 miles from where I found her). Little did anyone think then you would come back with the same utter life threatening, lame, lazy consultation less than 6 months later...let alone with an equalities questionarre that is as flawed as the last one flagged up as being. Time there was a change to a more interlect based consultation and not a tickbox exercise that does not allow people to comment in full or truthfull ways. This has been screen captured and if deleted I will go to HMI and WG to ask why...do the right thing, listen, develop and grow your rescue cover</p>
5	<p>Following on from last year, I would remind the executive committee (Brigade Management Team) that a great deal of time and effort made by a committee set up by the North Wales branch of NARF, resulted in a comprehensive document offering alternative ways of achieving wholetime fire cover without necessitating huge upheaval and lifestyle change of wholetime personnel and their families. I suspect that no consideration was given to it and that it was filed under B1N. I agree with the previous comment. Keep asking the same question until the answer you desire is obtained.</p>
6	<p>Dont come back and divide East and West...its pretty simple but thats not an option is it? Same as robbing Peter to pay Paul every day. Shame on those who voted for cuts last time, especially one who as a former firefighter had seen the results</p>
7	<p>The volunteer Holywell fire service attended our garage fire in about 2016/7 during the night in record time. Volunteers are special in my eyes. Thank you.</p>
8	<p>Its all very Orwellian and Animal Farm. We will keep on until you vote the right way? Same cuts different year, progressive services are maintaining RDS roles (Shropshire for example). Frankly the same devisive cuts robbing Peter to pay Paul are disgusting and lets be honest are a charade. Busier areas have more calls and greater risks at night also. Any senior officer...sorry manager who has seen fire death would not be cutting. [redacted]</p>