**Public Consultation on….**

**Warwickshire Fire and Rescue Service (WFRS) proposed service delivery model**

**About this consultation**

Warwickshire Fire and Rescue Service (WFRS) carries out fire and rescue functions on behalf of the Warwickshire Fire and Rescue Authority, Warwickshire County Council (WCC).

WFRS is consulting on a proposed change to its service delivery model as part of its Resourcing to Risk approach. Resourcing to Risk aims to have the right resource, in the right place and at the right time, to keep people safe in their homes, their workplace, their environment and when they are travelling through Warwickshire.

The Service wants to hear views and feedback on this proposal, which aims to optimise the distribution of fire appliances, firefighters and supporting resources so that they better align to risk and demand.

The model proposed by WFRS does NOT plan to close fire stations in Warwickshire.

This consultation summarises the reasons for the Resourcing to Risk proposal and the benefits we think the proposed approach offers in improving how we keep Warwickshire’s communities and people safe.

**Background -What are the key changes and why are they needed?**

The Fire and Rescue National Framework for England states that each Fire Authority is required to produce a Community Risk Management Plan (CRMP) which includes an assessment of all foreseeable fire-related risks, demonstrates how Prevention, Protection and Response (PPR) activities can best be used to prevent fire and other incidents and mitigate the impact of risks. Please see the Prevention, Protection and Response Strategy 2022-2027 included in the supporting documents.

The resulting Community Risk Management Plan and risk analysis have been independently evaluated and externally validated. This has demonstrated that the locations of fire stations in Warwickshire generally match risk areas. However, the analysis has also identified four key issues that WFRS needs to address to ensure that the delivery of its statutory duties is carried out in an effective and sustainable way:

* Locations where appliances are based need to match risk and activity levels.
* Performance targets for attendance times to incidents are not being met.
* On-call fire appliance availability is reducing and raises challenges around sustainability.
* Some of WFRS’s shift systems are not nationally accepted and other shift systems are not sustainable into the future.

Although WFRS moves resources (fire appliances and staffing) around the county based on risk, the current arrangements do not completely align to the ‘Resourcing to Risk’ principle that is the cornerstone of our Community Risk Management Plan. Independent, external evaluation and validation by Operational Research in Health (ORH) have identified several challenges that need to be addressed. ORH are an independent body experienced in working with emergency services to optimise resource use and improve response. The challenges identified are:

* The resource WFRS has available does not match with activity levels. There are more fire appliances and resources available at night when activity levels are lowest, and fewer fire appliances and resources available in the day when activity levels are the highest (78% of all incidents occur between 8am and 10pm).
* Despite the commitment and hard work of on-call firefighters who serve their communities whilst also having other commitments such as full-time jobs, on-call availability has fallen from 90% to 35% since 2019 and the 12 fire appliances that are crewed by on-call firefighters are, on average, only available one-third of the time. This is a similar picture nationwide and we expect this trend to continue in the long-term, making the model unsustainable.
* Attendance time targets are not being met. The aim is to arrive at the most serious of incidents within 10 minutes. This is only achieved on 64% of occasions against a target of 75%, with an average attendance time of 10 minutes and 37 seconds**.**
* There is no guaranteed resilience for surge events. This includes extreme weather incidents such as flooding, wildfires or high demand e.g. multiple or large complicated incidents, as resource for such events relies on the on-call system.

Based on the analysis undertaken, WFRS produced four potential delivery model options (1,1a, 2 and 2a) which are explained within the WCC Cabinet report. They are all aimed at aligning risk, demand, and productivity levels with the effective positioning of resources. Each delivery model option would require a change to the current working patterns. As the professional advisor to the Fire Authority, the Chief Fire Officer believes that the proposed model (2a) provides significant improvements on current performance. Further information about the differences between the proposed models and why the Chief Fire Officer recommends proceeding with option 2a is set out in the Cabinet report.

**Proposed Model**

Fire appliances can only be available when there are a sufficient number of staff with the appropriate skills present to crew them. The proposed model will ensure we cover the highest demand with the correct number of appliances and staff, ensuring staff resource and appliance resource align to the higher risk times and locations.

In order to achieve this, the following ‘working 24-hour’ model is proposed:

* Day shift (0800 - 1800hrs)
* Night shift (1800 - 0800hrs)
* Evening shift (1800 - 2200hrs) – part time positions.
* Surge teams available for recall in the event of significant incidents or periods of high demand within specified time periods from receiving a call, e.g. guaranteed within 30 mins - 4hrs depending on requirements.
* Replaces our current day crewed plus working pattern, with a nationally agreed shift pattern.

The model will deliver the following number of available appliances across any 24-hour period.

* 12 pumps (fire appliances) are available between 0800 and 2200hrs.
* 8 pumps (fire appliances) are available between 2200 and 0800hrs.
* 8 additional pumps (fire appliances) are available for surge events at any time.

**Why your views matter**

We want to ensure we have considered a range of views on the Resourcing to Risk proposal and understand how you feel it may impact you. What you tell us during this consultation will inform our future delivery approach and consider any unanticipated effects of the proposal.

This consultation is open to anyone who wishes to comment, including people who live and work in Warwickshire, our staff, people who use the service, professionals, our partners, providers, and other stakeholders.

To help you consider your response we have provided links to a range of supporting information below. We will also summarise key information for you in the consultation survey.

**Supporting Information**

The following information has been provided to assist you in understanding the Resourcing to Risk delivery model proposal and to help you consider your response. 

* ‘WFRS Resourcing to Risk Proposal for a ‘Service Delivery Model’ presentation.
* Resourcing to Risk WFRS Data - This document provides data and information about both the current arrangements and the arrangements under the proposed model to support understanding of why the changes are being proposed.
* Resourcing to Risk – Warwickshire Local Information - This document provides additional information on what is meant by Resourcing to Risk, with a focus on the impacts of the proposed service delivery model option 2a, throughout Warwickshire.
* On-call Availability information – this document provides data on the availability of on-call appliances to explain why it is proposed that the current on-call system be replaced by part-time evening shifts and surge teams.
* Cabinet Report – WFRS Resourcing to Risk Proposals
* [Frequently Asked Questions (FAQs)](https://www.warwickshire.gov.uk/warwickshire-fire-rescue-service/resourcing-risk/2)
* Equalities Impact Assessment
* Glossary

**Other Supporting Documents**

* [WFRS Prevention, Protection and Response Strategy 2022 – 2027.](https://api.warwickshire.gov.uk/documents/WCCC-1770617716-368)
* [HMICFRS Inspection Report 2022/2023](https://hmicfrs.justiceinspectorates.gov.uk/publications/frs-assessment-2023-25-warwickshire/)
* [Fire and Rescue National Framework for England](https://www.gov.uk/government/publications/fire-and-rescue-national-framework-for-england--2)

**Information events**

The consultation will also be supported by a series of open public information sessions. The meetings will require pre-booking via <https://www.eventbrite.co.uk/o/warwickshire-fire-and-rescue-76075908553>  and will all take place at 6:30pm with the exception of the  Bedworth event which will start at 7.30 pm.

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| Area | Date | Venue | Address |
| Stratford | 17th January, Wednesday | Stratford upon Avon school | Alcester road, CV37 9DH |
| Kenilworth | 24th January, Wednesday | St John the Evangelist Church | 205 Warwick Road, Kenilworth, Warwickshire, CV8 1HY |
| Bedworth | 29th January, Monday | Life Church | 17 Bulkington Road, Bedworth, CV12 9DG |
| Atherstone | 8th February, Thursday | The Memorial Hall | Long Street, Atherstone, CV9 1AX |
| Henley-in-Arden | 22nd February 2024 | Henley-in-Arden School | Stratford Rd, Henley-in-Arden B95 6AF |
| Southam | 27th February, Tuesday | The Grange Hall | Coventry Road, Southam, Warwickshire, CV47 1QA |
| Shipston-on-Stour | 5th March 2024 | The Townsend Hall | 52 Sheep St, Shipston-on-Stour CV36 4AE |

All venues do have free on-site parking, but if space is not available at the location, there should be ample on street parking nearby for you to use. All venues will be wheelchair accessible.

If you have any issues with booking a space at any of the information sessions, then please contact our customer services centre on 01926 410410.

**How to take part**

**We welcome all feedback in relation to this proposal and you can put forward your views in any of the following ways:**

* Complete the online survey at www.warwickshire.gov.uk/ask
* Request a paper copy of the survey or an alternative format or language by telephone (01926 410410) or email ([wfrsr2r@warwickshire.gov.uk](mailto:wfrsr2r@warwickshire.gov.uk))
* Send your comments to us directly by email ([wfrsr2r@warwickshire.gov.uk](mailto:wfrsr2r@warwickshire.gov.uk)) or in writing to:

Warwickshire Fire and Rescue Service

Service Headquarters

Warwick St,

Leamington Spa

CV32 5LH

**Help and advice about the consultation.**

If you have any queries or need any help or advice about the consultation, please email [wfrsr2r@warwickshire.gov.uk](mailto:wfrsr2r@warwickshire.gov.uk) or telephone Warwickshire County Council Customer Service Centre on 01926 410410.

**Closing date**

The consultation will close on at midnight Sunday 10th March 2024.

**What will happen after the consultation?**

WCC’s Cabinet has authorised the Chief Fire Officer, in consultation with the Portfolio Holder for Fire and Rescue and Community Safety, to consider the feedback from this public consultation together with the views of staff, partners and representative bodies and to subsequently report back to Cabinet.

We expect that the final analysis and recommendations will be considered by Cabinet at the meeting in June 2024. This may be subject to change.