



North Wales Fire and Rescue Authority

# Draft Community Risk Management Implementation Plan

Consultation Report 2026 - 2027



Our five principles for keeping communities safe – have your say

PEOPLE

PREVENTION

PROTECTION

RESPONSE

ENVIRONMENT

Mae'r ddogfen hon ar gael yn Gymraeg

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## Background

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

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

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

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

## Approach

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

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

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

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

The CRMP 2024-2029 is a five-year plan, supported by annual implementation plans, and this is the third annual plan (Community Risk Management Implementation Plan 2026-2027) which will contribute to the five-year CRMP 2024-29.

A total of **397** responses were received this year, which is an increase in comparison to previous years:

- 2024-25 - 223 Responses received
- 2025-26 - 279 Responses received

Acting on feedback received from the consultation last year, a new question was added 'Question 23: What is your primary language?'. This was to try and better understand the diversity of language of respondents involved in responding to the questionnaire. A detailed breakdown of the responses received can be found later in this report.

## Introduction

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

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

In accordance with the Equality Act 2010, an [Equality Impact Assessment](#) was completed.

## Methodology

The consultation was opened for responses between the 23 October and 16 December 2025. The Service undertook a data quality assurance exercise on the available Equality and Diversity Inclusion data to ensure figures quoted were correct. This delayed the planned release of the consultation by two days.

The draft Community Risk Management Implementation Plan 2026-27 was published, in Welsh and English, on the Fire and Rescue website along with links directly to the survey questionnaire.

An Equality Impact Assessment (EqIA) was also prepared and published in Welsh and English.

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

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

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

A total of **551** leaflets were distributed as part of a Safe and Well Check.

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

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

The Equality and Diversity Officer arranged and facilitated engagement with a broad range of community representative groups, demonstrating due regard from a legal perspective. The Service also ensured that a Welsh Speaker was available at community events to ensure responses could be captured in either English or Welsh.

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

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

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

In total the consultation survey received a total of **397** responses during the eight-week period, of which **386** were completed in English and **11** were completed in Welsh.

## Observations

The response levels were 42% higher (279 to 397) than the 2025-26 public consultation, although responses from fire and rescue staff remained low.

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

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

Our Prevention Principle received the most additional comments, 100, mainly around:

- Visibility in the community and,
- Engagement with vulnerable groups

And Our People Principle receiving 95 additional comments, concerning:

- Recruitment,
- Diversity and,
- Retention

In line with the Gunning Principles, the Service Leadership Team has given 'conscientious consideration' to the consultation responses prior to agreeing upon the proposed objectives for 2026-27.

## Next Steps

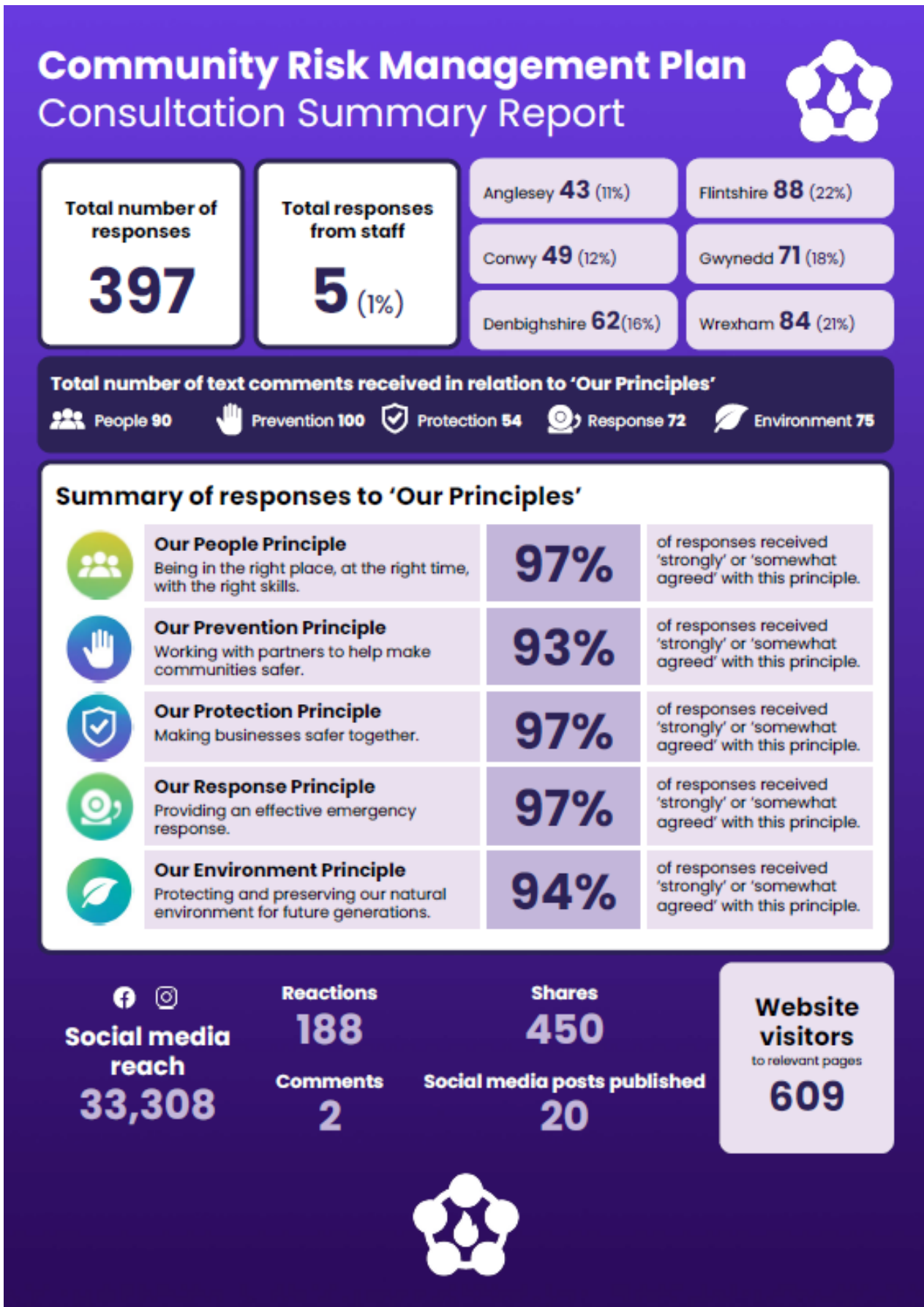
Any typographical errors or other minor formatting issues identified during the consultation period have been rectified. All comments have been shared with, and reviewed by, the relevant Heads of Department or subject matter expert.

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

The contents of this report will be considered by members at the next Fire Authority meeting 20 April 2026.

# Responses at a Glance

This shows the percentage breakdown of total responses received. Percentage figures have been rounded to the nearest whole number.



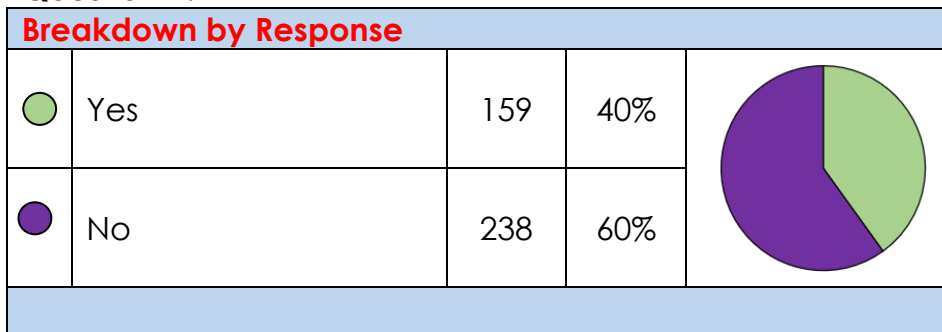
# Questionnaire Responses



## Community Risks

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

### Question 1:



A total of **151** additional comments for this question were received. (See Appendix A)

### Question 2: Summary

- **Technology:** Concerns were raised around air fryers, e-bikes/e-scooters, vaping and charging equipment. Also, the increase in electric vehicles and, the addition of solar panels on roof tops.
- **Environment:** Comments received about wildfires, flooding, coastal and tidal water safety, and the impact on the environment from episodes of severe weather. Also, requests to reintroduce large animal rescue.
- **Transport and Infrastructure:** References were made to the Conwy Tunnel incident and incidents on the A55. The decision regarding the nuclear power station on Anglesey was also mentioned.

### Fire Service response to comments received:

North Wales Fire and Rescue Service deliver far more than Safe and Well Checks and youth programmes. Our prevention work spans a wide range of activities designed to keep every community in North Wales safe. Alongside targeted home safety interventions, we run comprehensive programmes covering road safety, water safety, arson reduction, anti-social behaviour, serious violence prevention, community engagement, seasonal safety campaigns and wider wellbeing initiatives, all aligned with the National Fire Chiefs Council (NFCC) Person-Centred Framework. Our website highlights ongoing work across these areas, including safety advice, public campaigns, multi-agency operations and year-round engagement with residents across 44 fire stations and 6,172 square kilometres of urban, rural and coastal communities. We also

work closely with partners in health, social care, policing, housing and the voluntary sector to identify those most at risk and to coordinate prevention activity that protects people in their homes, on the roads, near water and during major events. Together, this demonstrates a wide, modern and proactive approach to community safety, one that goes well beyond traditional fire prevention and places the wellbeing of all our communities at the heart of what we do.

The service have implemented a Battery Energy Storage Systems (BESS) Lithium Ion working group, working closely with our Technical Operations and Training & Development departments on equipment and training, whilst conducting horizon-scanning activities to ensure that North Wales Fire and Rescue Service is equipped to effectively handle any incidents relating to emerging technologies. The group meet on a quarterly basis to ensure that any updates are provided to the Operational Learning Committee.

A strategic lead has been appointed within the Service, to ensure that we are kept up to date with developments relating to the nuclear power station on Anglesey.

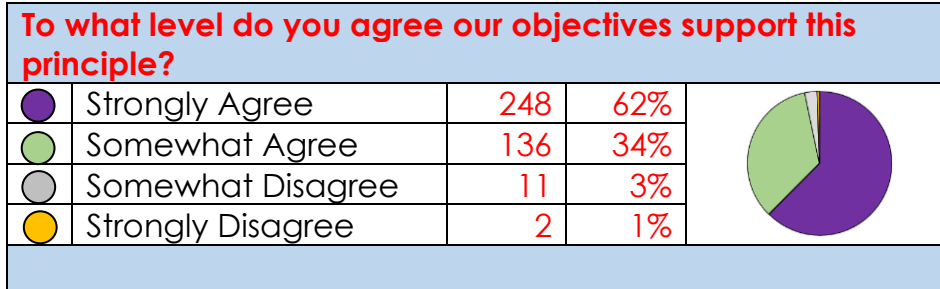


## SPOTLIGHT ON 'OUR PEOPLE PRINCIPLE'

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

### Question 4: Summary

- **Recruitment and Workforce Diversity:** Many responses debated the emphasis on diversity versus prioritising the physical and mental health requirements needed for the role of a firefighter. Suggestions included to recruit more women and those from diverse backgrounds and people with life experience. However, others argued that ability should come first.
- **Recruitment Process and Communication:** Comments about the slow recruitment process; how it's unclear and not widely advertised. This was followed with suggestions for improvement, such as attending Fresher Fairs and improving the website.
- **Staff Development and Retention:** Strong emphasis on career progression, training and retaining staff in order to cut costs. A few comments were received about improving culture and improving empathy for people experiencing mental health conditions.

### Fire Service response to comments received:

#### Recruitment and Workforce Diversity

The Service recognises the importance of both diversity and firefighter standards. It is possible to promote diversity while fully maintaining the physical and mental health standards required for the role of a firefighter. Increasing diversity does not mean lowering standards; rather, it involves widening access, removing unnecessary barriers, and encouraging applications from underrepresented groups, while ensuring that all candidates meet the same rigorous operational requirements. This approach supports an inclusive workforce without compromising safety, performance, or effectiveness.

## **Recruitment Process and Communication**

Enhancing candidate experience, accessibility, and transparency remains a priority for the Service. To support improvement in this area, the Human Resources department will shortly be implementing a new 'Applicant Tracking System'. This system will streamline and modernise our recruitment processes, helping to reduce delays, improve communication with applicants, and provide a clearer and more efficient end-to-end recruitment journey, including a personalised onboarding page for candidates.

In addition, our recruitment website is currently undergoing a refresh to improve usability, enhance the clarity of information available, and increase the visibility of current vacancies. This will enable prospective applicants to more easily understand the recruitment process, role requirements, and indicative timelines.

We are also continuing to strengthen our outreach and engagement activity, including attendance at employment and recruitment events such as Fresher Fairs and other community-based initiatives, to ensure our roles are promoted as widely as possible and are accessible to a diverse range of potential applicants. We currently attend a range of employment fairs where resources allow, including events at venues such as Bangor University.

All vacancies are advertised on our website and are also promoted through a variety of external platforms, including Indeed, Jobcentre Plus, Career Transition Partnership (for Armed Forces personnel), Disabled Workers, Forces Families, RAJA Jobsite, Bangor University, and the National Fire Chiefs Council (NFCC). In addition, individuals can register on our website to receive email alerts when new vacancies are published.

We are mindful of our responsibility to utilise resources effectively and to ensure value for money for the public purse. As such, the external platforms we currently use to advertise vacancies are free of charge.

We remain committed to continuous improvement in how we attract, recruit, and communicate with potential applicants. We are always open to further suggestions on how our recruitment processes can be enhanced.

## **Staff Development and Retention – Mental Health**

A review in 2025 was undertaken in relation to mental health provisions within the Service.

The review looked at mental health absence data to understand reasons, types and patterns for such absence before outlining the current support that is provided to employees and identifying further actions and interventions that could be introduced to offer further support. This included implementing changes to current processes to support engagement between the Health, Fitness and Wellbeing Advisors and employees who are absent and ensure wider promotion of the Employee Assistance Programme for the different types of support offered, both pre-emptive and during absence. Other recommendations include additional training for current Blue light champions, access and funding to immediate mental health/counselling support via Occupational Health, further research into private health care and whether this would be employee funded or Service funded, guidance information for families on

supporting employees, and also availability of financial wellbeing information as this was recognised as an underlying factor that can cause or exacerbate stress and anxiety.

Other actions to enhance this work were training for staff on Mental Health First Aid, Bystander training relating to anti-sexual harassment and Supporting People with Suicidal Thoughts training. These courses equip employees with improved knowledge of mental health conditions and different approaches that may need to be considered in supporting and signposting colleagues, as well as ensuring that employees providing the support feel they are equipped with the right skills to provide this.

### Looking at responses from NWFRS staff only:

There were five responses received from NWFRS employees.

A breakdown showing how NWFRS employees responded to the 'People Principle'.

| <b>To what level do you agree our objectives support this principle?</b> |          |
|--|----------|
| <b>Strongly Agree</b>  | <b>0</b> |
| <b>Somewhat Agree</b>  | <b>2</b> |
| <b>Somewhat Disagree</b>   | <b>2</b> |
| <b>Strongly Disagree</b>   | <b>1</b> |

### There were two additional comments, which were:

- Why are you still on about diversity, you need capable skilled firefighters no matter what background they have.
- Feel it could have more of a focus and commitment on improving the culture within the service. Not just measuring progress of the recommendations of the crest report.

### Fire Service response to comments received:

Diversity is recognised as important for building an inclusive and representative workforce, however, there is always a strong emphasis on the need to prioritise the rigorous physical and psychological demands of the role to maintain safety, effectiveness, and operational readiness.

The Service recognises that improving organisational culture is critical. The Culture Improvement Plan, which takes into account the CREST recommendations, places a clear and explicit emphasis on wider cultural change. This includes leadership behaviours, staff wellbeing, psychological safety, fairness, inclusion, and confidence to speak up in day to day working practices. The Plan is intended to drive meaningful and sustained cultural change across the Service.

This emphasis will shape how improvement activity is prioritised, implemented, and reviewed, rather than focusing solely on measuring progress against individual recommendations. While the actions and recommendations provide structure and external assurance, they are not an end in themselves. The true measure of success will be whether staff see, feel, and experience positive change in behaviours, leadership, and ways of working.

The Culture Champions are supporting the ongoing delivery of the Culture Improvement Plan. Their role includes engagement with staff networks, representative bodies, and colleagues across all departments, with a focus on embedding inclusive practices, strengthening trust, and supporting the development of a culture that is open, respectful, and empowering.

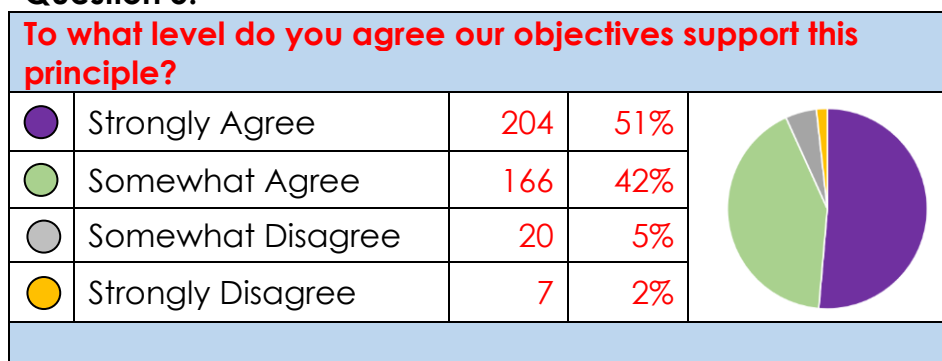


## SPOTLIGHT ON 'OUR PREVENTION PRINCIPLE'

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

### Question 6: Summary

- **Visibility and Community Engagement:** Prevention work is not visible enough in communities, with Wrexham and rural areas mentioned. The Service should use social media more effectively to spread fire safety messages. Comments also highlight the lack of awareness of the risks mentioned in the Community risk Management Plan 2024-29.
- **Vulnerable Groups:** Look to expand the Service's definition of 'vulnerable Groups' to include homelessness, drug users, LGBTQ+ people, young people and students, and for people experiencing poverty.
- **Partnership Working:** Respondents felt the prevention principle is too narrow and lacks detail. The Service needs to work more closely with charities, health providers, and community groups to address risks.

### Fire Service response to comments received:

North Wales Fire and Rescue Service delivers far more than Safe and Well Checks and youth programmes. Our prevention work spans a wide range of activities designed to keep every community in North Wales safe. Alongside targeted home safety interventions, we run comprehensive programmes covering road safety, water safety, arson reduction, anti-social behaviour, serious violence prevention, community engagement, seasonal safety campaigns and wider wellbeing initiatives, all aligned with the NFCC Person-Centred Framework. Our website highlights ongoing work across these areas, including safety advice, public campaigns, multi-agency operations and year-round engagement with residents across 44 fire stations and 6,172 square kilometres of urban, rural and coastal

communities. We also work closely with partners in health, social care, policing, housing and the voluntary sector to identify those most at risk and to coordinate prevention activity that protects people in their homes, on the roads, near water and during major events. Together, this demonstrates a wide, modern and proactive approach to community safety, one that goes well beyond traditional fire prevention and places the wellbeing of all our communities at the heart of what we do.

North Wales Fire and Rescue Service takes an evidence-based, person-centred approach to prevention, following national guidance from the National Fire Chiefs Council. This means we identify individual risk factors, such as age, health, mobility, smoking, deprivation or living alone and focus support where the risk of serious harm is proven to be highest. National and local data show that older people and those with complex vulnerabilities are significantly more likely to be injured or killed in a fire, so prioritising these groups is not restrictive; it is the most effective way to prevent harm. We use NHS and multi-agency data, incident history and deprivation indices to make sure we reach those at greatest risk, supported by our tiered Safe and Well Check model.

Vulnerability can be present anywhere in our communities, and our approach reflects that. While we prioritise those statistically most at risk of fire harm, our prevention offer is broad, collaborative and designed to improve safety across North Wales. It is not narrow, but proportionate, evidence-led and aligned with national standards.

North Wales Fire and Rescue Service understands that vulnerability exists in every community, including rural areas where factors such as isolation, distance from services and environmental conditions can increase the risk of harm. Guided by the NFCC's Person-Centred Framework, we use intelligence, incident data and local knowledge to identify people most at risk, wherever they live, and ensure our prevention activity remains evidence-based and person-centred. Crucially, many of those at highest risk in rural communities are identified through trusted partner agencies, including health, social care, safeguarding boards and local voluntary groups whose referrals enable us to reach individuals who may be isolated, harder to contact or reluctant to seek help. This partnership-driven approach ensures we can provide the right support to the most vulnerable residents across all parts of North Wales

North Wales Fire and Rescue Service absolutely recognises that people living in poverty, with serious illness, disability or complex health needs are among the most vulnerable in our communities, and our five-year Community Risk Management Plan and Prevention Strategy are built around identifying and supporting exactly these groups. Guided by the NFCC's Person-Centred Framework, we assess risk based not just on age but on deprivation, long-term illness, mobility issues, cognitive impairment and the wider environmental challenges people face. Our intelligence-led approach uses data on deprivation, health, incident history and living circumstances to ensure we prioritise those most likely to be harmed by fire or other emergencies. Crucially, many of the residents most affected by poverty or ill-health

are identified through trusted partner referrals from health, social care, safeguarding boards, housing providers and voluntary agencies ensuring we reach people who may be isolated, unwell or less able to seek help themselves. Far from overlooking these groups, our plan deliberately centres them, with targeted Safe and Well Checks, community safety interventions and multi-agency support aimed at reducing harm for the most vulnerable across North Wales.

North Wales Fire and Rescue Service recognises that vulnerability is complex and can arise from many different personal and environmental factors, which is why we follow the NFCC's evidence-based Person-Centred Framework rather than relying on a simple list of "vulnerable people." Vulnerability is influenced by a combination of age, disability, long-term illness, mobility issues, mental health, smoking, deprivation, living circumstances and the ability to respond in an emergency — all factors set out in our Prevention Policy and Strategy. Because these factors can change over time and vary between individuals, we use an intelligence-led approach that considers each person's unique circumstances, supported by data such as NHS Exeter information, incident history and deprivation indices. Crucially, many of the people at highest risk are identified through referrals from trusted partners in health, social care, safeguarding boards, housing and voluntary services, helping us reach individuals who may not otherwise be known to us. This approach ensures we focus on actual risk rather than labels, enabling us to provide the right prevention support to the right people at the right time.

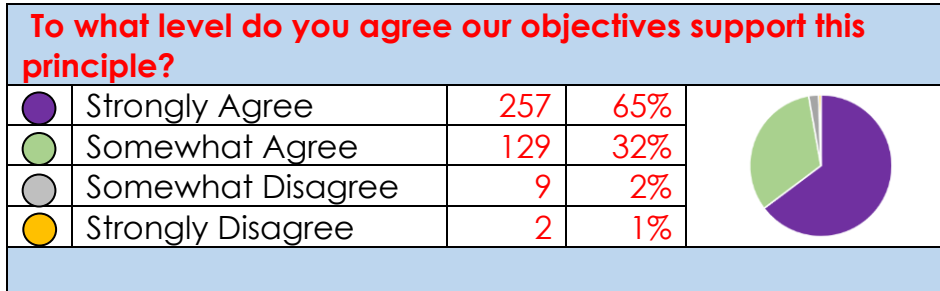


## SPOTLIGHT ON 'OUR PROTECTION PRINCIPLE'

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

### Question 8: Summary

- **Clarify the Principle:** Unclear what this principle covers and which type of businesses are classified as high risk. The plan lacks detail compared to the other Principles.
- **Business Fire Safety and Support:** Support for protecting businesses and livelihoods by fire safety visits. However, more checks should be completed on hotels, holiday lets, takeaways and pubs.
- **Rural and Industrial Risks:** Seasonal risks mentioned, such as holiday homes and summer houses. Industrial risks included the mention of Cadburys and Kronospan in Chirk.

### Fire Service response to comments received:

Through a risk-based inspection programme, referrals from multi-agency partners, complaints and post fire activity the service prioritises specific businesses based on criteria, thus holding landlords and business owners to account for potential and actual risks to public safety. All the business types mentioned by community members during the consultation are featured heavily within our inspection programme. The Service also use incident data and referral information to identify trends that shape priorities.

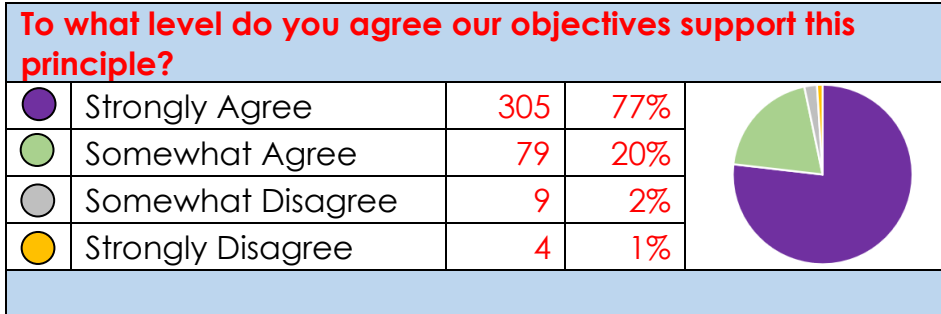


## SPOTLIGHT ON 'OUR RESPONSE PRINCIPLE'

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

### Question 10: Summary

- **Availability and Coverage:** Concerns in general regarding the adequacy of fire engines, fire stations and staffing levels across the Service area. Repeated requests not to close fire stations.
- **Response Times:** Need for a quick response time and the monitoring of them. Concerns around slow response times in rural areas.
- **Recruitment Challenges:** Lack of advertising for vacant posts, recruitment process issues, retention and the need for more reliable staff.

### Fire Service response to comments received:

The Service has no intention to close any fire stations. The Service has increased the number of wholtime fire stations (from eight to 10) following the introduction of a pilot project at Dolgellau and Porthmadog fire stations, which now operate a day crewed system, thus improving fire cover across different rural areas in South Gwynedd. To ease any concerns of people living in rural parts of Wrexham, Wrexham fire station and the surrounding areas of Chirk and Johnstown cover this area effectively. In addition, cross-border arrangements with Shropshire FRS to ensure effective fire cover is provided to specific rural areas located to the southeast of Wrexham.

The Service has experienced ongoing challenges regarding the recruitment of people into the role of an on-call-retained firefighter and some corporate service roles. The Service have a dedicated recruitment and availability team, and their sole focus is to address the challenges associated to on-call recruitment and availability, plus the Human Resources team conduct ongoing evaluation of all recruitment activities.

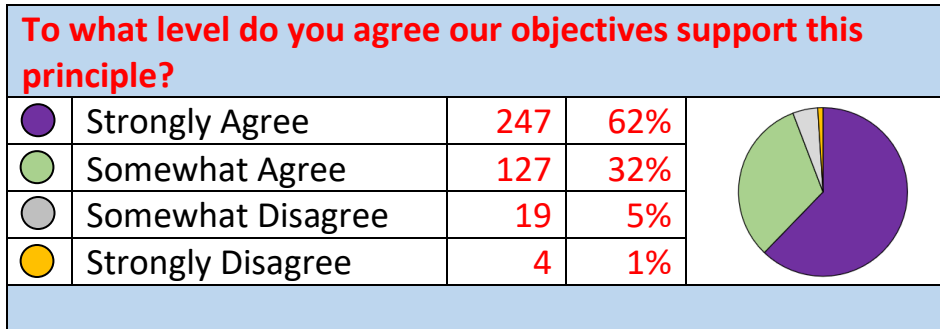


## SPOTLIGHT ON ‘OUR ENVIRONMENT PRINCIPLE’

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

### Question 12: Summary:

- **Climate Change:** The plan does not give enough emphasis to climate change, flooding, and weather-related risks. The Service needs a better understanding of the risks, for example the pollution from farm fires.
- **Eco-Friendly Practices:** Support for switching (where practicably possible) to electric or HVO vehicles. Recycling on stations.
- **Costs:** Debate the cost versus the benefit of implementing eco-changes.

### Fire Service response to comments received:

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

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

### **Question 13: Summary**

- **Rural Challenges:** Requests for more visibility in rural areas. Repeated requests to reinstate large animal rescue, which causes stress to both animals and local people. Concerns around wildfires and emergency incidents located at farms.
- **Engagement and Education:** More proactive engagement, including school and college education. Promoting fire safety with students, especially new students and those from overseas.

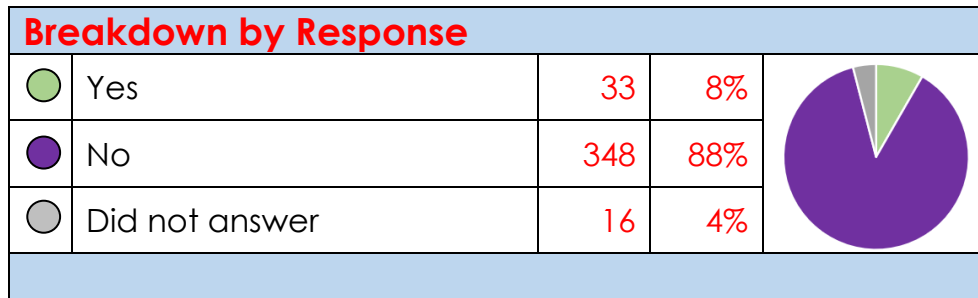
### **Fire Service response to comments received:**

Our prevention work goes much wider than home fire safety. Our strategy includes community safety, road safety, water safety, anti-social behaviour reduction, serious violence prevention and a strong programme of youth engagement, including Fire Cadets, Phoenix and work with the LFC Foundation. We work closely with safeguarding boards, local authorities, health, police, housing and third-sector organisations so we can identify and support people of all ages who may not engage with other services.

Our prevention activities have a robust community engagement plan (that aligns with a campaigns calendar) that enables us to visit and promote a range of services including Safe and Well Checks. However, we do acknowledge that the range and diversity of the group we visit could be broader, both in terms of geography and community groups that sometimes align with one or more protected characteristic(s).

## Equality Issues

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



**Question 15:** Summary

- **Language Accessibility:** To provide conversational Welsh language skills and English support as part of the recruitment process. Improve language awareness and cultural differences within local communities.
- **Equality Focus:** The Service is placing too much emphasis on equality, diversity, and inclusion targets. Recruitment should focus on the best person for the role, regardless of gender, sexual orientation or language skills.
- **Barriers for Specific Groups:** Ignoring equality, diversity, and inclusion differences will create barriers to recruiting.

### Fire Service response to comments received:

A specific equality Impact analysis report has been developed alongside the service's consultation report concerning its Community Risk Management Plan (CRMP) 2026-2027 following the consultation period between 20th October 2024 and 14th December 2025. Specific engagement with different equality interest groups during the consultation period has enabled people across all protected characteristics to provide feedback regarding the proposed principles, their perceptions in terms of risk and to assess whether any of the proposed plans could place certain groups of people or communities at a disadvantage.

The overarching aim of this equality impact analysis is to highlight specific themes (particularly with regards to equality of access and opportunity) that emerged from the feedback during the CRMP 2026-27 consultation. From this analysis, potential risks of discrimination can be identified and mitigation can be implemented accordingly. As defined by the Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011, this analysis will focus on the protected characteristics which fall within the Public Sector Equality Duty (PSED) and within the Socio-Economic Duty in Wales, as well as consideration of any possible implications on the Welsh Language, according to the requirements of the Welsh Language Standards.

## Additional Information

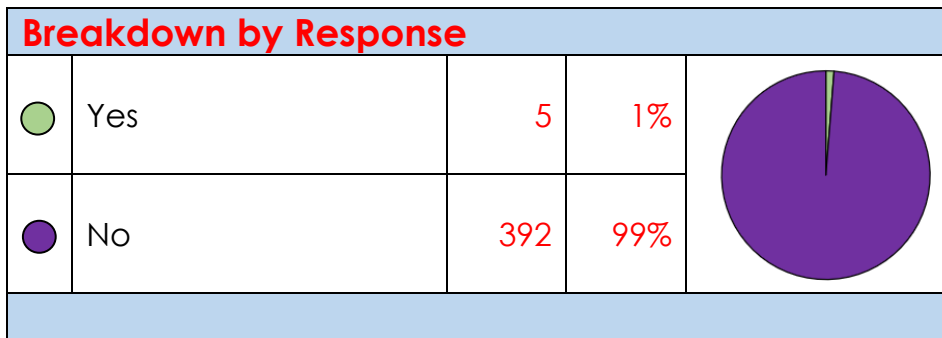
Providing a response to the following questions was optional.

**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.

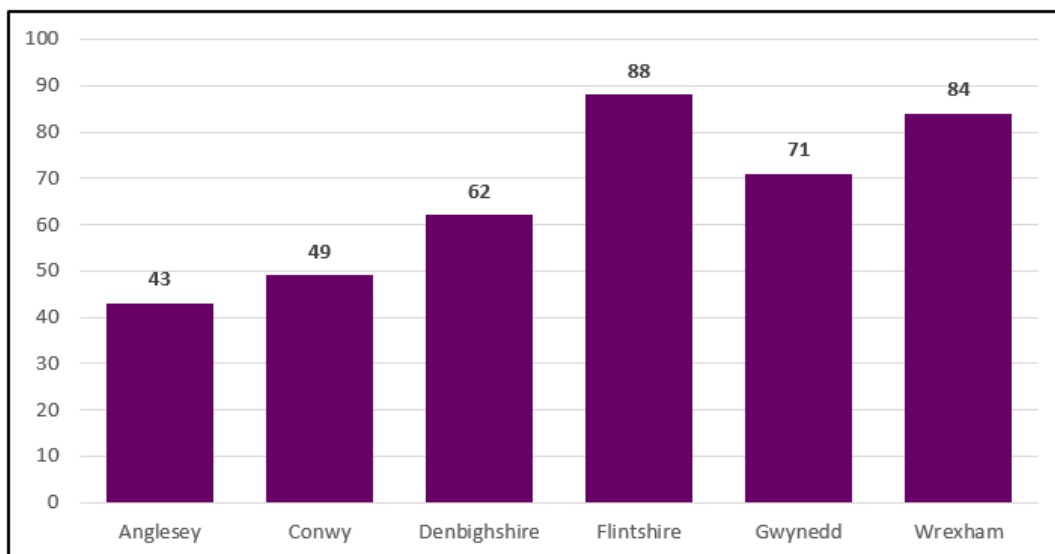
Summary of just some of the local groups that responded:

- Brew and Biscuits Groups
- Students from Bangor and Wrexham Universities
- Dementia Support Groups
- Red Cross Wrexham
- Unique Transgender LGBTQ+ Group
- Vale of Clwyd Mind

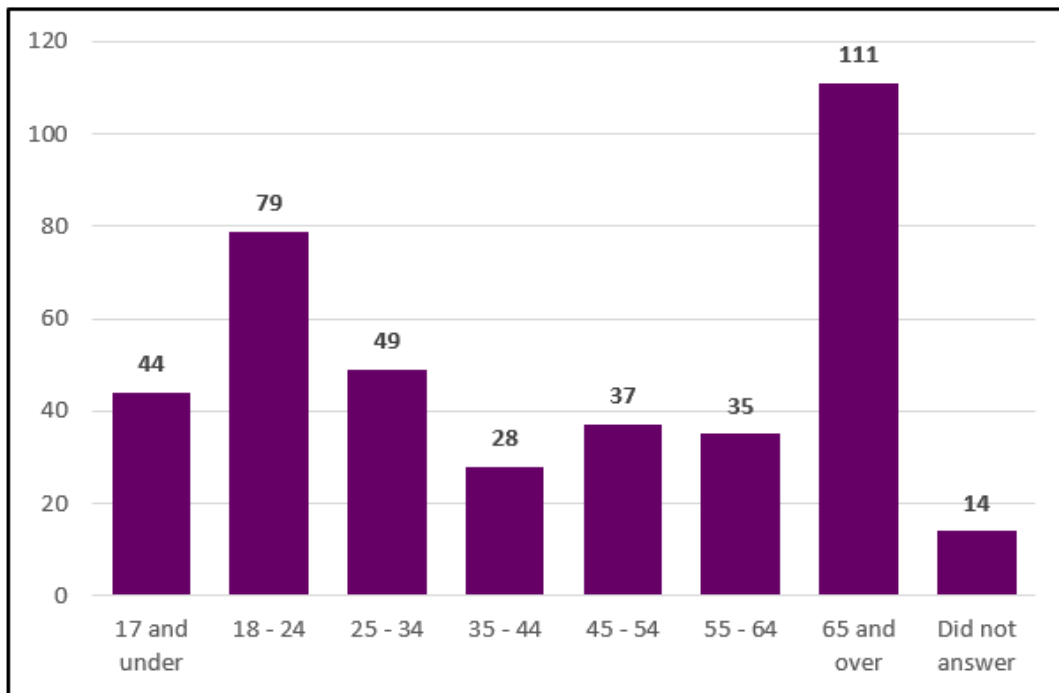
**Question 17:** Are you an employee of North Wales Fire and Rescue Service?




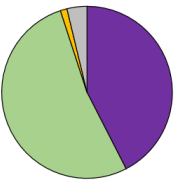



**Question 18:** Please choose one of the following to indicate the Local Authority area in North Wales where you live, work or are visiting.



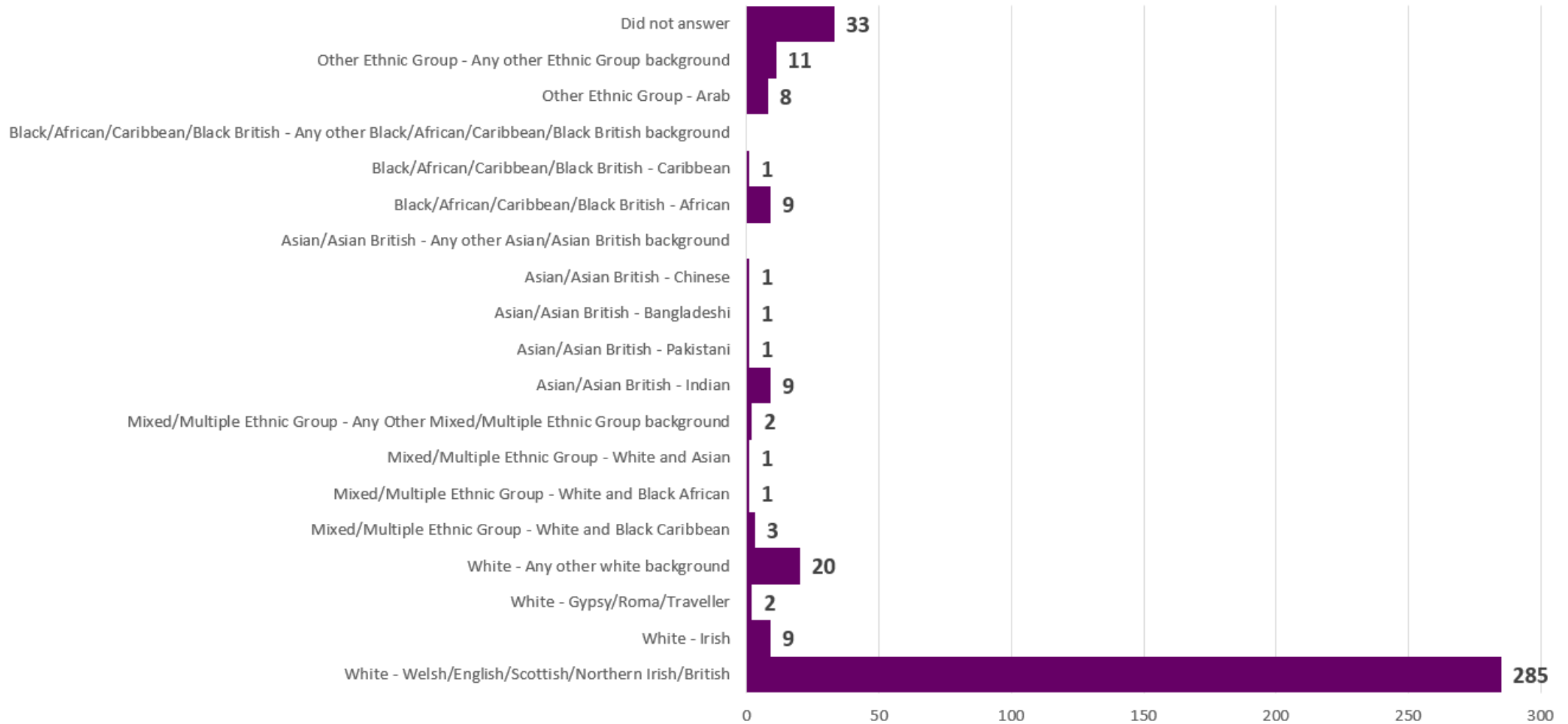
**Question 19:** Which age group are you?



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

| Breakdown by Response   |                |     |     |   |
|---|----------------|-----|-----|---|
|  | Male           | 168 | 42% |  |
|  | Female         | 208 | 52% |   |
|  | Other          | 5   | 1%  |   |
|  | Did not answer | 16  | 4%  |   |

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

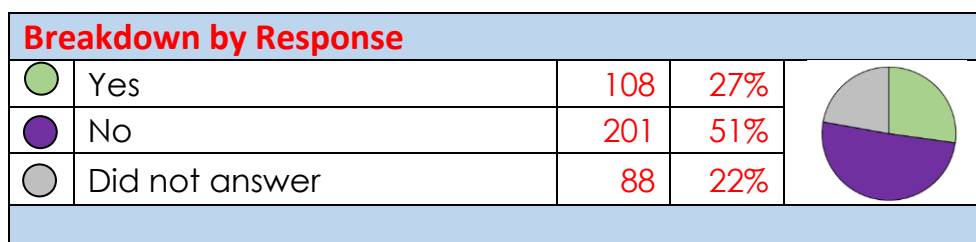


**Question 23:** What is your primary language?

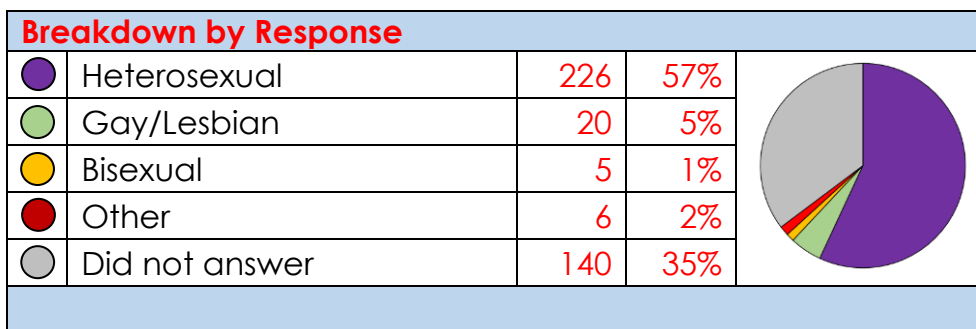
While most respondents listed Welsh or English as their primary language, it's encouraging to see the diversity of other minority languages represented among those who took part in the consultation

| Primary Language   | Number of Responses |
|--------------------|---------------------|
| English            | 178                 |
| Did not Answer     | 137                 |
| Welsh              | 32                  |
| Arabic             | 11                  |
| English and Welsh  | 7                   |
| Polish             | 6                   |
| French             | 3                   |
| Hindi              | 3                   |
| Punjabi            | 3                   |
| Polish and English | 2                   |
| Somalian           | 2                   |
| Bengali            | 1                   |
| Bulgarian          | 1                   |
| Czech              | 1                   |
| Dari & Pashto      | 1                   |
| Dari and Farsi     | 1                   |
| English/Gaelic     | 1                   |
| German             | 1                   |
| Greek              | 1                   |
| Gujarati / Hindi   | 1                   |
| Hindi / Punjabi    | 1                   |
| Portuguese         | 1                   |
| Ukrainian          | 1                   |
| Urdu and English   | 1                   |
|                    |                     |
| <b>Total:</b>      | <b>397</b>          |

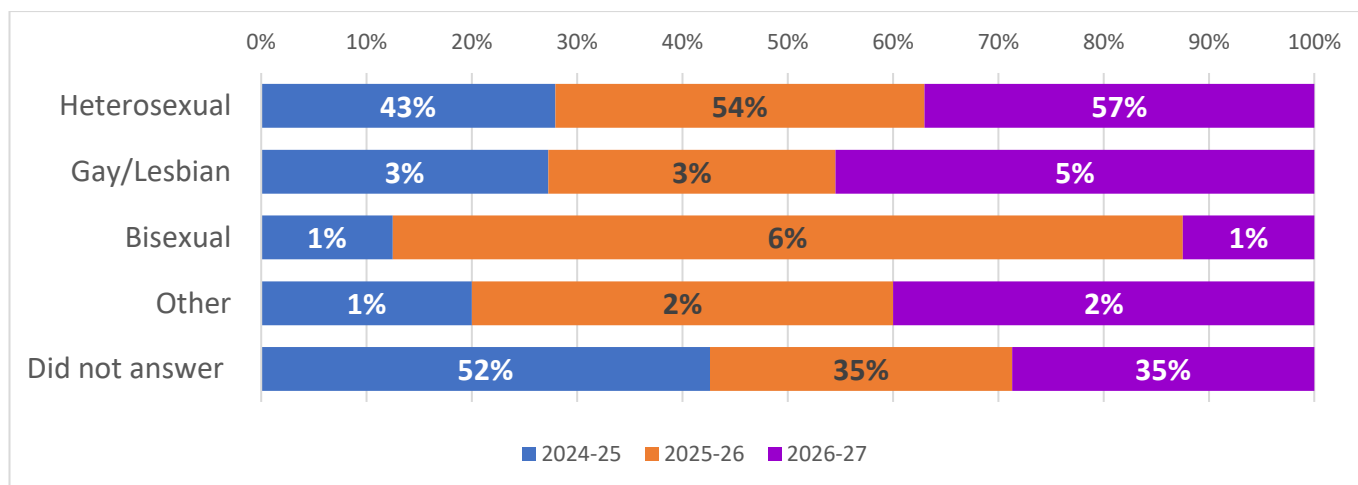
**Question 24 and 25:** Disability - are you disabled or have a long-term health condition?




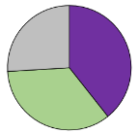


**Question 26:** Sexual Orientation



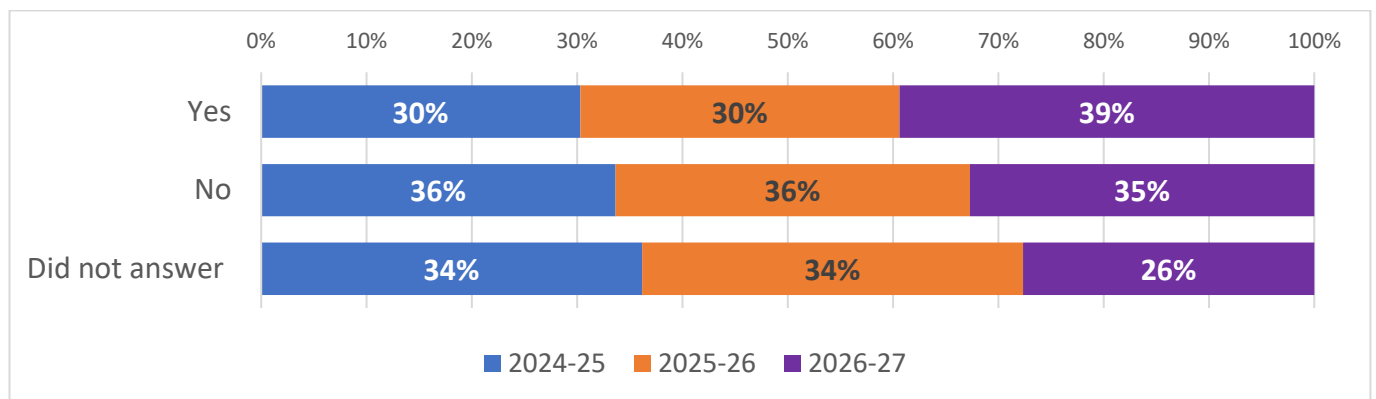
**Responses shown by percentage since the implementation of the CRMP.**



**Question 27 and 28:** Religion and/or Belief - do you affiliate with any particular religion, faith or belief system?

| Breakdown by Response   |                |     |     |   |
|---|----------------|-----|-----|---|
|  | Yes            | 156 | 39% |  |
|  | No             | 138 | 35% |   |
|  | Did not answer | 103 | 26% |   |

**Responses shown by percentage since the implementation of the CRMP.**



**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

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OTHER RISKS – ADDITIONAL COMMENTS  |
|-----|--|
| 1   | Risk of wildfires.   |
| 2   | A change of leadership of NWFRS to ensure objectives are achieved during any transformation.   |
| 3   | A reminder of your five-year plan would be helpful. Given the ever expanding population of NWales, ANY reduction of operational cover ESPECIALLY in the Wrexham area is unacceptable. The general public simply have no real grasp of your objectives.   |
| 4   | Your lack of funding - your difficulty covering retained duties - the increasing pressure of wildfires.  |
| 5   | Availability of your appliances must be improved especially Special Appliances.  |
| 6   | I believe it would be beneficial to include the fire service's duties under the Civil Contingencies Act (2004). To ensure the public is aware of the additional requirements placed on the fire service.   |
| 7   | Faulty gaming equipment that are starting to break.  |
| 8   | Growing population, number of housing developments, new football stadium and impact on traffic on match days. Increasing numbers of takeaways. No mention of Berwyn prison which I believe your service attend regularly. No mention of e-scooters and number of unregulated and modified e-bikes in the area. You mention climate change, but nothing specific to our area. |
| 9   | Addressing the use of fireworks! Possible organised firework displays only. No sale to the public. Very distressing for elderly, animals etc. and dangerous in the wrong hands! I Feel very strongly about this issue.   |
| 10  | 1. Air Fryers are concerning. 2. Eye level cookers. People put tea towel over the top (draping oven!). Fire risk. 3. Plug in fragrance / smelley's – get hot. 4. Scented candles get hot causing people to drop them. 5. Big square block / multi plug-in in holiday homes (very old school) risky!  |
| 11  | 1. Air Fryers are concerning. 2. Eye level cookers. People put tea towel over the top (draping oven!). Fire risk. 3. Plug in fragrance / smelley's – get hot. 4. Scented candles get hot causing people to drop them. 5. Big square block / multi plug-in in holiday homes (very old school) risky!  |
| 12  | 1. Air Fryers are concerning. 2. Eye level cookers. People put tea towel over the top (draping oven!). Fire risk. 3. Plug in fragrance / smelley's – get hot. 4. Scented candles get hot causing people to drop them. 5. Big square block / multi plug-in in holiday homes (very old school) risky!  |
| 13  | Power Station not mentioned in your plan. Huge risks to consider.  |
| 14  | Cars not indicating on Market Street, some go up the hill and some go to the shopping area. It's dangerous for pedestrians trying to cross the road.   |

|           |   |
|-----------|---|
| <b>15</b> | Visiting homes regularly to check if they have working alarms.  |
| <b>16</b> | Inconsiderate riders of horses, and drivers.  |
| <b>17</b> | Horses, bikes, scooters, runners. Need to be aware of their surroundings more and don't own the road.   |
| <b>18</b> | Dangerous drivers / cyclists.   |
| <b>19</b> | Vapes and chargers.   |
| <b>20</b> | Cheap vapes. Charges overheating - no fuses! Rumours of cheap products coming in from China.  |
| <b>21</b> | Vapes. Snus - Pouch of powered tobacco under the lip for nicotine. Nicotine pouches.  |
| <b>22</b> | Flooding. Trees on the side of the road.  |
| <b>23</b> | Inconsiderate parking on narrow roads.  |
| <b>24</b> | Overhanging trees which look in a dangerous state, which might cause an accident. Obscured road signs. Charging electric bikes.   |
| <b>25</b> | Mountain rescue. Maybe tourism. Flooding. Wildfires increasing (heather burning). Trees overhanging (dead trees). Narrow access (parking).  |
| <b>26</b> | Trees on / by roads. Narrow access on roads. Water access in rural areas.   |
| <b>27</b> | My Stupidity :)   |
| <b>28</b> | Mobility scooters - blocking pavements or where pavements are not adequate. They can be a hazard on the road. Also speed. Electric scooters - too fast!   |
| <b>29</b> | Some people feel unsafe and lock door using more than one lock. However, this approach means it is more difficult to / for us to get out if there was a fire.   |
| <b>30</b> | People on bikes not using cycle lanes are causing unnecessary hazards on tight, narrow roads in Barmouth area.  |
| <b>31</b> | Cheap costumes are fire risk. Children went out on fire last year (little girl) in Halloween dress (big dress caught fire).   |
| <b>32</b> | Too many people not using smoking areas these days. This is happening in colleges, businesses and on the high street. It is wrong and disrespectful and risky in my view. No mention of power stations and the new nuclear plant on Anglesey. Not enough emphasis on flooding in your plan, Rhyl, Abergele are both huge concerns for future flooding.  |
| <b>33</b> | It is unclear where you source your data, but there is gaps within what you collect and monitor. As a student of environmental studies, you are not showing enough considering for climate change and expected changes to weather conditions which will impact rainfall, flooding and extreme dry weather that will increase the risk of wildfire. You mention these briefly, but there is no risk classification listed. Surely increases to the population should be considered and highlighted between 2024-2029. Does geopolitics get any mention in your plan as I couldn't find any. War and conflicts can cause supply issues. Cyber security is not mentioned also. |
| <b>34</b> | Terrorist attacks did not feature in your document.   |
| <b>35</b> | Specific risks to infrastructure, cyber-attacks and terrorist attacks.  |
| <b>36</b> | Streams not cleaned. Flooding.  |

|           |  |
|-----------|--|
| <b>37</b> | No reference in your plan regarding anti-social behaviour in communities and arson attacks on domestic dwellings. This is a particular large issue in this area (Flint, Mold, Deeside, Connah Quay).   |
| <b>38</b> | Air fryers are concerning. Older people charging electrical scooters inside buildings unaware of the risks.  |
| <b>39</b> | Fire risk in the marina [Conwy] and Conwy Tunnel. We have two big fires in there.  |
| <b>40</b> | Cavity in between walls is worrying.   |
| <b>41</b> | Conwy tunnel fires.  |
| <b>42</b> | Electric cars.   |
| <b>43</b> | Water risks. People with a fear of water.  |
| <b>44</b> | Phones and laptops are charge in homes. People don't know about the risks of leaving items on charge overnight and unattended. Maybe your safety talks can include this. Candles, people leaving unattended.   |
| <b>45</b> | I am surprised your plan is basic. Risks to consider include Conwy tunnels and traffic on A55 more generally. Wildfires and rough campers set up fires in random places along the coastal areas.   |
| <b>46</b> | Yes, retained stations off the run to regularly.   |
| <b>47</b> | I can think of several risks. These include risks to the public crossing roads in Flint. The lack of car parking in Flint means many people park in the retail park and walk into town often crossing the busy road. Although the speed limit slows traffic down, some drivers do go too fast. Fire risk in homes. Candles are more popular these days.  |
| <b>48</b> | Wildfire.  |
| <b>49</b> | Refugees and Asylum seekers.   |
| <b>50</b> | Joining the fire service can be challenging for some people. Social tensions and terrorist attacks could feature more heavily in your plans.   |
| <b>51</b> | Homeless people is a huge problem in Rhyl and other parts of North Wales   |
| <b>52</b> | Arson and fire being used as a means of attacking people. Various homeless people being attacked in their tents at night, some have had their tents set on fire. Police know all about different cases in Rhyl and I am sure fire [Service] have been involved. The incident down marina lake was serious and there was a tent [with homeless people inside] set on fire near the war memorial gardens. Many homeless people being targeted and not protected. There is no mention of this group [Homeless people] in your plans, but it is good you are consulting with partners to identify these risks. |
| <b>53</b> | Electric cars.   |
| <b>54</b> | Electric cars in terms of fires and self-drive technology.   |
| <b>55</b> | Electric e-bikes bought off the internet could be of poor standard and makes risk more likely.   |
| <b>56</b> | Electric car fires.  |

|           |   |
|-----------|---|
| <b>57</b> | Dodgy electric cars going on fires. Recent Conwy tunnel fire was an electric fire.  |
| <b>58</b> | Fire risk at Berwyn prison which appear regular. Fire risk on Wrexham industrial estate. Fire risk on the Queens Park estate fences set on fire. and cars set alight for drug runners who don't pay up.   |
| <b>59</b> | Wildfires and major incidents on the A55 and Conwy Tunnel.  |
| <b>60</b> | Risks on the A55 including HGVs and large caravans being moved across North Wales.  |
| <b>61</b> | No risks considered in relation to the football club development, impact of an extra 7500+ football fans on a matchday. Traffic in general. Huge issues with traffic around the new McDonalds. Traffic up surely makes your ability to respond - challenging response.  |
| <b>62</b> | There are various risks relating to poor access to emergency response to farming communities in Bettisfield, Northwood, Hanmer, Overton and Penley. Farmers are informed that fire engines responding to fires in our areas almost always come from Ellesmere, Whitchurch and Press. Why are Wrexham fire engines not coming as you receive the tax payers payments. It is not good enough to rely on Shropshire because their fire engines are not always available and they won't prioritise us if there is a fire on their door step. Solar panels on houses are also a concern. |
| <b>63</b> | Fast drivers in town centre. Dangerous to cross roads.  |
| <b>64</b> | High volume of tourists during the Summer. Proposed power station which will be great although huge additional risk. Heavy goods up and down the road networks.   |
| <b>65</b> | Funding in the future.  |
| <b>66</b> | The reopening of the nuclear plant has not been included in your CRMP plan surely this presents risk.   |
| <b>67</b> | Drowning risks, changing tides, visitors to the island, children not wearing helmets on bikes, people getting stuck in sand, dog walkers getting stranded etc.  |
| <b>68</b> | Your CRMP document doesn't refer to issues relating to mental health and the huge impact mental is having on emergency services and NHS. It would add value to consider mental health, your response to people experience poor mental health and suicidal thoughts. I am not sure how many suicide attempts you go to, but the demand and impact on your staff must be a risk.  |
| <b>69</b> | The air fryer documentary was concerning.   |
| <b>70</b> | Risks associated with air fryers.   |
| <b>71</b> | Water levels in Rhyl coast and river Clwyd flooding.  |
| <b>72</b> | You state your 5-year plan, but you are consulting on your 2026-27 plan. Very confusing. There are no risks on specific roads. Here we see more and more RTCs between Whitchurch and Wrexham. Also, always cars overturned on Bronington road. Lots of speeding, icy roads, broken down cars and vans on bends. Big risks.  |

|           |  |
|-----------|--|
| <b>73</b> | The new nuclear power station planned for Wylfa on Anglesey and the community infrastructure to meet the needs of 1,000's of new people in the area.   |
| <b>74</b> | Funding. governance arrangements changing. Fire service reform.  |
| <b>75</b> | Huge problems with fly tipping in Rhyl. This creates a major fire risk as some of the fly-tipping is card, paper, wood and other flammable materials.  |
| <b>76</b> | Right wing activists. Transphobic abuse/attacks on trans people. Hate crime/arson.   |
| <b>77</b> | Fly tipping continues to be an issue here (Rhyl) and where I used to live (Conwy).   |
| <b>78</b> | Arson / fire setting behaviours amongst youths and young adults  |
| <b>79</b> | Flooding Risk. Climate Change-raising Sea levels.  |
| <b>80</b> | Businesses. Lots of stock. Are they assessing their fire safety risks.   |
| <b>81</b> | Rising energy costs are causing people to burn usual items in their fire such as plastic bottles and household rubbish.  |
| <b>82</b> | Solar panels.  |
| <b>83</b> | Cost of living and rising energy costs.  |
| <b>84</b> | Homeless people are being placed into local hotels in Rhyl by the local council. These people are given basic foods items, but some are uneasy around other people, so they cook in their rooms, often using toasters.                                     |
| <b>85</b> | Pot holes in roads are causing a major issue including costs of repairing cars and increased risk of RTCs.   |
| <b>86</b> | Fly tipping near Rhyl train station has been an issue, not the first time it's happened. The rubbish is piled up at the back of Phillips Care Home, rubbish includes fridges, paint cans and household rubbish which creates huge fire risk if set alight. |
| <b>87</b> | Lack of disabled parking in Rhyl in public buildings and in and around Rhyl front and high street.   |
| <b>88</b> | People experiencing poor mental health.  |
| <b>89</b> | Increase of mental health and reduced social interaction.  |
| <b>90</b> | People using any fryer incorrectly, using foil to create barrier but foil flakes under high temperature and blocks air circulation causing air fryers to overheat.   |
| <b>91</b> | Air fryer causing problems/risks. People filling with water to clean them, so when they are turned on creating steam and electrical items fail.  |
| <b>92</b> | Local pubs run down no investment.   |
| <b>93</b> | Children setting fires to bins.  |
| <b>94</b> | Children setting fires to bins.  |
| <b>95</b> | Consider future funding and retention of staff.  |
| <b>96</b> | Children setting fires to bins.  |
| <b>97</b> | Children setting fires to bins.  |
| <b>98</b> | Children setting fires to bins.  |
| <b>99</b> | Apart from fresher's fair, what other engagement do you do with the students here in Wrexham? Do you provide info in other languages? Where does flooding become a risk? It's not referenced under any principle.  |

|            |  |
|------------|--|
| <b>100</b> | Large animal rescue e.g. horses trapped.   |
| <b>101</b> | Large animal rescue.   |
| <b>102</b> | Large animal rescue is still not listed under your response principle. Missing this is failing a significant part of your rural communities.   |
| <b>103</b> | Please reinstate the large animal rescue service. Only a week ago we had a situation where elderly 16.6 Irish draught horse had lay down but rolled onto a slight incline. Her arthritis and slippy ground resulted in her being unable to get up. I called for help and 4 of us between the ages of 60 and 83 got straps on her legs and as she tried to roll back we had to pull her over. Yes, we took risks but who else was going to help her, if a vet had attended, they would have euthanized her. Please reinstate a service which is so important. |
| <b>104</b> | Large animal rescue.   |
| <b>105</b> | Flash flooding.  |
| <b>106</b> | Your plan is interesting, and it includes many risks. Climate change and weather present risk. Not sure about other risks.   |
| <b>107</b> | Student populations and people unemployed and those on low income.   |
| <b>108</b> | Young people living on their own. People alcohol and drug dependant. People in poverty that experience poor health as a result of access issues to healthcare and nobody to have an eye out or signpost to relevant healthcare provision.  |
| <b>109</b> | Student safety.  |
| <b>110</b> | Some people [New arrivals, refugees) don't know how to raise the alarm '999'.  |
| <b>111</b> | Other languages should be considered.  |
| <b>112</b> | Do you support people to develop their English language skills.  |
| <b>113</b> | Language barriers.   |
| <b>114</b> | Water safety concerns relating to ethnic minority groups. Unknown and high risks [people that can't swim] at seaside resorts and tidal flow.   |
| <b>115</b> | Higher risks to ethnic minority groups that bare less likely to be able to swim. Ethnic groups sometimes get missed when accessing safety information relating to water and other risk factors.  |
| <b>116</b> | Language barriers for refugees.  |
| <b>117</b> | People living alone and isolated are more vulnerable.  |
| <b>118</b> | Activities for youths. More cadets provision needed to cater for youths in most deprived areas.  |
| <b>119</b> | Busy roads.  |
| <b>120</b> | Maybe consider aging population.   |
| <b>121</b> | Recruitment. People going on strike. Funding. Political changes. Climate change. Wages you pay.  |
| <b>122</b> | Climate change and its impact on wildlife and people.  |
| <b>123</b> | Not having enough staff.   |
| <b>124</b> | Increasing costs and not having funding.   |
| <b>125</b> | Increasing demands on current resources.   |
| <b>126</b> | Immigration policies restricting recruitment efforts.  |
| <b>127</b> | False roundabouts that are painted on road. People don't stop often go straight over causing a hazard.   |

|     |   |
|-----|---|
| 128 | <p>Access to canal boats can be challenging if a boat is on fire. Canal paths are narrow, uneven and access can be deeply impacted during adverse weather. Canals have poor signal for technology devices and internet connections can rely on GPS. I know a person that fell in-between a canal boat and canal edge near Chirk, and he crushed 4 ribs and found it hard to breathe. Although an ambulance arrived, it was located about 1000 metres up from where the man had fallen and the only way to get him to the ambulance was on a canal boat which is slow, and he was blue by the time he got to the ambulance. This highlights the extremely challenging terrain for emergency staff to access boats and those who live on boats. I would like to highlight this as a high risk and the need for emergency services on canal boats is more common than you may think. We have had two fires on canal boats in the past year and separately a man died on a boat last week. Some people on canal boats live alone. People tend to be over 55, mostly retirement age. Chatting to a member of the fire service, he explained that many of us [Travellers and people living on the canal boats] would fall into the high-risk category if we lived in domestic housing. I can see you [North Wales FRS] are making a big effort to consult with us, so please continue to educate us, inform us and help keep us safe.</p> |
| 129 | <p>Key contacts at Chirk Marina will be lost as the company has gone bust. There is an opportunity for your Service to develop a relationship with the new owners in a few months' time once the paperwork has been signed and agreed. We have had two fires on canal boats in the past year. The second fire occurred a few weeks after the big fire that we had here last year. A man died on a canal boat last week and I want to stress that some residents [living on canal boats] are very vulnerable.</p>  |
| 130 | <p>Reinstate large animal rescue.</p>   |
| 131 | <p>Large animal rescue.</p>   |
| 132 | <p>Animals domestic/farm, lost, trapped, missing need rescuing.</p>   |
| 133 | <p>Terrorist attacks, protests and large crowds [including students] being targeted.</p>  |
| 134 | <p>One key risk that has not been fully addressed is the withdrawal of large animal rescue provision in 2015. Community Safety: North Wales has a significant rural population, with many farms and equestrian centres. Incidents involving horses, cattle, or other large animals are not uncommon, and they can pose serious risks to both the public and responders. Public Impact: Without specialist rescue provision, residents are left vulnerable. Farmers and horse owners often have no safe support when animals are trapped, injured, or loose on roads. This can lead to unsafe improvisation and increased danger. Wider Consequences: These incidents can cause road closures, traffic disruption, and emotional distress for communities. They also risk escalating into larger emergencies if not handled professionally. Risk Planning: The absence of large animal rescue should be explicitly recognised as a risk in the Community Risk Management Plan. Reintroducing or partnering to provide this service would significantly improve resilience and public safety.</p>   |

|            |   |
|------------|---|
| <b>135</b> | People crossing the roads, hardly any safe places [No zebra or other type of crossing] to cross the road on the bottom road [Down from the Pontio Building]. Although 20mph speed restriction is in place, some people drive faster and you can't hear electric cars/vans as they speed up! |
| <b>136</b> | Increasing costs could mean you have to make difficult cuts.  |
| <b>137</b> | I would suggest you grasp a good understanding of the impact of wildfire on eco-systems and people living in the area.  |
| <b>138</b> | People pushing around to get on/off trains. I visit friends in Liverpool, and the trains can be busy.   |
| <b>139</b> | Arson.  |
| <b>140</b> | Leaving things on charge.   |
| <b>141</b> | 1. Risk of getting burnt. 2. Dealing with difficult people. 3. Putting your life in danger. 4. Getting ceilings falling on you.   |
| <b>142</b> | Irresponsible behaviour with flammable items or items that can cause fires. For a teenager, some examples are vapes, cigarettes and unexperienced knowledge in a kitchen.   |
| <b>143</b> | Fires from new technology, for example electric bikes. Road traffic accidents.  |
| <b>144</b> | Technological disruption  |
| <b>145</b> | Speed limits. Fireworks. Strong winds/storms.   |
| <b>146</b> | Cycling without bells is dangerous.   |
| <b>147</b> | Flooding, pools of water on paths. Unlevel walking paths.   |
| <b>148</b> | Flooding. Water and puddles in the road. Uneven pavements.  |
| <b>149</b> | Flooding, and unlevel pavements.  |
| <b>150</b> | Be aware that Pen Llyn / Abersoch changes over the Summer and the risks increase.   |
| <b>151</b> | The elderly need more information. Also, we are seeing an increase in poverty.  |
|            |   |

## Appendix B

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OUR PEOPLE PRINCIPLE – ADDITIONAL COMMENTS  |
|-----|---|
| 1   | Why are you still on about diversity, you need capable skilled firefighters no matter what background they have.  |
| 2   | Diversity has nothing to do with you.   |
| 3   | Very comprehensive.   |
| 4   | Ensure ALL staff are given development not just the few. Utilise the skills within the workforce more efficiently.  |
| 5   | The public support our brave firefighters and it's good to see a diverse workforce. What language they speak is of little importance as long as everyone can speak English?   |
| 6   | You do not value your staff as well as you say  |
| 7   | Do not waste time and money trying to get a workforce that represents the diversity of the communities you serve. While you should have a recruitment policy that is non-discriminatory in terms of ethnicity or gender, it is far more important that you recruit the people with the right mental and physical attributes for the job. I don't think anyone cares if the people who put out their house fire didn't accurately mirror the percentage of LGBTQ+ or BAME people in their community.   |
| 8   | People in emergency situations are unlikely to care about anything other than the fire fighters ability to assist. Commitment to diversity is commendable but should not be pursued at the expense of ability to assist.  |
| 9   | The 'Our People Principle' is essential to allowing the fire service to do their work. It provides provision for the up-skilling of current staff with training on fraud and Welsh language. Also, a strong emphasis on promoting the Welsh language and diversity within communities. This principle is also inline with the Well-being of Future Generations (Wales) Act 2015 (hereafter 'WFGWA'). It allows for a Wales of cohesive communities by allowing the Welsh language to thrive. Possibly, more could be included about recruitment and retaining staff. Specific examples are provided on staff training, however, no information is provided on how staff will be retained nor recruited. For example, is there further training available for career progression or a change to the recruitment procedure to get the best talent working for the fire service. |
| 10  | let younger generation know about how inclusive the fire service are  |
| 11  | It looks good   |
| 12  | Advertise more broadly than you currently do. Not everyone is on social media.  |
| 13  | I agree it's a good principle, but your service isn't doing enough to recruit more women  |
| 14  | We never know when we might need these services. - it helps me to feel safe knowing they are there.   |
| 15  | I strongly agree you should recruit skilled people  |
| 16  | Employ people with lived experiences. Different age profiles.   |
| 17  | Employ people with lived experiences. Different age profiles.   |
| 18  | There are not many female firefighters on the Llyn Peninsula.   |
| 19  | Excellent principles and includes focus on continual improvement.   |

|           |   |
|-----------|---|
| <b>20</b> | There should be employment from people from all background of life  |
| <b>21</b> | I think this a good idea for your people principle  |
| <b>22</b> | The main and important thing is to ensure people that you can do your job and do it well, although a diverse fire and rescue service is good and gives members of their community a sense of comfort, I think that being qualified is the most important thing.   |
| <b>23</b> | Makes sense.  |
| <b>24</b> | Possible communication between individuals who speak any other language apart from English and Welsh.   |
| <b>25</b> | Defibrillators on vehicles. Increased need during holiday season.   |
| <b>26</b> | Glad to have full-time firefighters at Dolgellau.   |
| <b>27</b> | Defibrillators on engines. I just want firefighters when I need them. Consider increasing firemen during tourist season.  |
| <b>28</b> | Possible need more information before making a decision.  |
| <b>29</b> | You should consider BSL and other languages.  |
| <b>30</b> | Being motivated should be a given. To what level do people need to speak Welsh as this can be an advantage, but also a barrier to potential applicants. Your job page on your website is a little dull, you could make it far more contemporary and embed videos to aid prospective employers ability to navigate what they are looking for.  |
| <b>31</b> | You don't list the required skills you need; you don't list what you are looking for, and you don't mention what the right skills are. Just being honest.   |
| <b>32</b> | I strongly agree.   |
| <b>33</b> | It is of paramount importance to recruit skilled people that can counteract risks relating to cyber-attacks and terrorist attacks.  |
| <b>34</b> | I am unsure women have the physical capacity to fulfil the role of a firefighter.   |
| <b>35</b> | I absolutely agree that you need to recruit people from diverse backgrounds, but you could do far more to make this happen. Several friends and colleagues of mine have tried multiple times to get in the fire service and they have been overlooked. Some of them have joined the Police, NHS and other private sector jobs, but can't appear to get through the application and selection processes in your Service. There could be better support put in place to support applicants because some of them are really good, and you are missing out on local talent. It is good that you are promoting the Welsh language. |
| <b>36</b> | You should have the freedom to recruit whoever you need.  |
| <b>37</b> | Your recruitment activity does not reach out far enough. I used to work in HR and I have never seen a job advert for the fire service in local buildings or job centre.   |
| <b>38</b> | More women (Why not).   |
| <b>39</b> | Takes too long to train and recruit.  |
| <b>40</b> | You could help staff improve English language skills.   |
| <b>41</b> | I agree that you need to recruit diverse people, but your plans fail to explain how you will achieve this. I have friends that work in recruitment and your service doesn't attend recruitment events in the area.  |

|    |   |
|----|---|
| 42 | You rarely hear about jobs and careers in your organisation.  |
| 43 | Recruit more local people that know the Wrexham area.   |
| 44 | Welsh language should be priority but not across all areas as some areas require Welsh speakers whilst other areas don't.   |
| 45 | Yes, to diverse workforce. You need to ensure your recruitment practices are inclusive.   |
| 46 | Barriers to employment for people especially women who are primary carers.  |
| 47 | It is important that you recruit highly skilled workforce that shows empathy towards people with poor mental health.  |
| 48 | As the Employer and Partnership Manager for Gwynedd and Ynys Mon, I have seen the benefit having North Wales Fire Service attending our job fairs and events recently in Llangefni. Moving forward, I think that this would be a good way to continue for our customers to be aware of the career opportunities. We also held an Emergency Services day at Bangor Jobcentre on the 9th of September and we had very positive feedback about North Wales Fire and Rescue Service from this event from jobcentre claimants. |
| 49 | Lack of women, black, LGBTQI+ and social class to be considered and acknowledged.   |
| 50 | Surely there is a benefit to recruiting people that can speak a wider range of other languages.   |
| 51 | Difficult to get in the Fire Service.   |
| 52 | Young and old, age groups bring something to the table.   |
| 53 | Having recently been through the recruitment process in your service I am not confident in a fair and equal manner.   |
| 54 | Staff need to know.   |
| 55 | Staff need to know.   |
| 56 | Upskilling and supporting new and old staff is really positive.   |
| 57 | Staff need to know.   |
| 58 | Staff need to know.   |
| 59 | Staff need to know.   |
| 60 | Your organisation isn't linking in with student services to promote careers - missing opportunities.  |
| 61 | It would be beneficial for employers like you to provide English learning to enable language learners to learn Welsh. Non-English primary language.   |
| 62 | Extremely strong initiative which will only strengthen fire and rescue services.  |
| 63 | Have flexible working / work from home. Job share options. Part time options are vital.   |
| 64 | Large animal rescue e.g. horses.  |
| 65 | Standard risks. Retaining staff can save money.   |
| 66 | Better links with universities can help recruitment priorities.   |
| 67 | It is unclear from your plan how you support language development. It may be beneficial to explain how you will support people with their language development and this can help attract and recruit people.  |
| 68 | Other languages should be considered to attract and recruit people.   |
| 69 | Do you support people to develop their English language skills?   |
| 70 | The lack of English language skills may be a barrier.   |

|           |  |
|-----------|--|
| <b>71</b> | Challenging for most refugees to be able to speak English well enough to pass initial assessments. Will be easier for next generation as they will grow up learning English and Welsh in local school. May your Service could provide English language skills.   |
| <b>72</b> | Language barriers which restrict access to employment opportunities for refugees.  |
| <b>73</b> | Employing people that enjoy getting outdoors and getting to know boaters is important.   |
| <b>74</b> | It's always difficult to reflect your community, but as close as possible is ideal.  |
| <b>75</b> | Cadet's programmes in more places can empower youths to get involved with the fire and Rescue service.   |
| <b>76</b> | Good plan.   |
| <b>77</b> | Possibly run careers workshops at the university to spark interest.  |
| <b>78</b> | Emphasise your USP, salary and perks.  |
| <b>79</b> | Attend fresher's fairs 'Sereldipity' events. Everybody attends and there are stall and socialites that will be there.  |
| <b>80</b> | Develop staff skills.  |
| <b>81</b> | Combating recruitment challenges in the current climate.   |
| <b>82</b> | While having a bilingual service is great, the farmers of North Wales are mostly Welsh speakers, yet they have no support with rescuing their animals. I'm sure they would be grateful of a bilingual service that supports them!  |
| <b>83</b> | Only just seen this haven't time to read it all & research it before deadline.   |
| <b>84</b> | I welcome the commitment to a skilled, bilingual, and diverse workforce. However, I believe the principle should also emphasise specialist skills for rural risks, such as large animal rescue, which was withdrawn in 2015. Without training and provision in these areas, the workforce cannot fully meet the needs of all communities in North Wales. |
| <b>85</b> | Develop and retain people.   |
| <b>86</b> | Feel it could have more of a focus and commitment on improving the culture within the service. Not just measuring progress of the recommendations of the crest report.   |
| <b>87</b> | The recruitment of people that can speak different languages can be a huge benefit especially with so many Indian people in Wrexham now.   |
| <b>88</b> | Everyone doesn't need to speak Welsh.  |
| <b>89</b> | Difficult to recruit, unlike it used to be. Only self-employed people have the time; other people won't want to have the permission to go to fires from their employers.   |
| <b>90</b> | The Service is in two languages and appreciated, with thanks.  |

## Appendix C

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OUR PREVENTION PRINCIPLE – ADDITIONAL COMMENTS   |
|-----|--|
| 1   | Not really sure these have a great impact.   |
| 2   | very comprehensive.  |
| 3   | NWFRS has resorted to a quantity over quality approach which is a shame.   |
| 4   | The schemes work well and it's great to see firefighters in the community. Vulnerable people will allow firefighters into their homes when they might refuse social workers, health professionals etc.   |
| 5   | Fire Safety and Prevention departments have under qualified staff especially.  |
| 6   | The focus on prevention is excellent.  |
| 7   | The prevention principle, provides in-community projects that target vulnerable individuals of the community. This is done to reduce the risk of fire and promote early intervention. This principle within the CRMIP is important as it allows prioritisation of resources during times of emergency to the most serious incidents. |
| 8   | It is important to prevent risk to stop them from happening in the first place.  |
| 9   | Never heard of these services. More needs to be done to promote services.  |
| 10  | Kids take too many risks on bikes. Baggy clothes/loose on bikes. Some kids have the freedom to roam. Some parents don't keep an eye on them i.e. playing near water, swim on hot days, but water is cold. Many people don't know how flammable household products. Fire risk in the home e.g. paint, cleaning products.              |
| 11  | Hardly no community engagement considering the size of your team in Wrexham. Are you really doing enough to prevent. Need to be more visible and your never in the local media anymore.  |
| 12  | Some great work happening, but we didn't know about many risks you have mentioned today. Can you communicate more: • Videos on Facebook work well. • More 'in-person' engagement. School visits are really good! Keep us this good work.   |
| 13  | Some great work happening, but we didn't know about many risks you have mentioned today. Can you communicate more: • Videos on Facebook work well. • More 'in-person' engagement. School visits are really good! Keep us this good work.   |
| 14  | Some great work happening, but we didn't know about many risks you have mentioned today. Can you communicate more: • Videos on Facebook work well. • More 'in-person' engagement. School visits are really good! Keep us this good work.   |
| 15  | Some great work happening, but we didn't know about many risks you have mentioned today. Can you communicate more: • Videos on Facebook work well. • More 'in-person' engagement. School visits are really good! Keep us this good work.   |

|           |   |
|-----------|---|
| <b>16</b> | The vulnerable people in our community need extra support - so reducing risks is so important.  |
| <b>17</b> | Safe checks sound important.  |
| <b>18</b> | Strongly agree you should target older people and others most at risk. Lorry drivers always on their mobile phones on the A55! Some playing games, huge risk.   |
| <b>19</b> | Strongly agree you should target older people and others most at risk. Lorry drivers always on their mobile phones on the A55! Some playing games, huge risk.   |
| <b>20</b> | Excellent principles and great partnerships.  |
| <b>21</b> | It helps for making communities much safer.   |
| <b>22</b> | They seem really important, and it is important to look after our community.  |
| <b>23</b> | Reducing risks to the community. Electric bikes. Speed signs not in use / effective (the ones that light up but no longer in use since 20MPH came into force).  |
| <b>24</b> | Safe and Wells sound good.  |
| <b>25</b> | Over 65's unlikely to be on social media for flood alerts.  |
| <b>26</b> | It would be good if we had more home visits - especially over 65 - to make sure correct prevention - alarms in place.   |
| <b>27</b> | Not enough emphasis on targeted interventions. The plan doesn't go into any detail about who and how you target   |
| <b>28</b> | Nothing planned concerning flooding. Very little mentioned in the way of targeted work. Planned work to target over 65s, what about under 65s. Not enough consideration for children or young adults  |
| <b>29</b> | There is no mention of students which is strange considering you feel to need to consult with us.   |
| <b>30</b> | You mention people aged over 65, but surely some risks are worth noting for people of working age. I disagree that you are ignoring a large group of people in your plans.  |
| <b>31</b> | I somewhat agree.   |
| <b>32</b> | The plan looks okay. But very little in your plan to counteract risks associated with cyber-attacks and terrorist attacks.  |
| <b>33</b> | Check before leaving house and before bedtime.  |
| <b>34</b> | Children and teens that gather.   |
| <b>35</b> | In Mostyn some resident is up the hill, and the road is 30 degrees down. The main road speed limit is 40MPH. There is the road to turn. It has 2 accident history. So, the local residents put the mirror opposite to road but its railway wall, so its removed. Even there is a speedcam there is a risk of accident. But the mirror is not allowed to kept. To avoid the future accident there is the place needs to review or allow to kept the mirror. (It's all a suggestion). |
| <b>36</b> | You could broaden your talks to includes phone charging.  |
| <b>37</b> | I didn't know you install hard of hearing devices.  |
| <b>38</b> | Work more closely with local charities.   |

|           |   |
|-----------|---|
| <b>39</b> | It's unclear what partners you work with. I work for a local health care provider and fire do very little with us at all.   |
| <b>40</b> | Road safety could be better.  |
| <b>41</b> | Do more to prevent wildfires.   |
| <b>42</b> | Surely your prevention work goes beyond safe well in the home and a youth project for a very small group of people. Compared to other public services, you could be doing so much more.   |
| <b>43</b> | There are far more vulnerable people other than older people. Drug and substance misuse, homeless people, unemployed people, young LGBTQ+ people kicked out of their family homes for being gay to name a few.  |
| <b>44</b> | As explained in the first section, various groups of at risk people are not included in your plans. Homeless people, drug users, high risk individuals, sex offenders and unemployed people spring to mind.   |
| <b>45</b> | Could the fire service provide a pole so people can reach and test their fire alarms. These items are provided in other areas and this enables people that not good on their feet to reach up and test their fire alarms are working.   |
| <b>46</b> | Recruit more people from Wrexham that know the area and how to prevent risk in the area.  |
| <b>47</b> | Limited provision on offer. This area of work needs to be more visible and active in Wrexham area. Huge population to cater for.  |
| <b>48</b> | You never see the fire service in Bettisfield or Northwood.   |
| <b>49</b> | No access.  |
| <b>50</b> | We don't believe your prevention principle does enough to reduce risk.  |
| <b>51</b> | More women can open doors and enable the fire service to connect better with people living in the area.   |
| <b>52</b> | There is no consideration for supporting people with poor mental health that surely you encounter in your engagement with the public. I want to assume that you equip every member of your team with mental health training, if not why not. The fact you haven't got mental health in your risk profile is concerning and as a worker in a mental health charity, you will know safeguarding is everyone's responsibility and all public services need to play their part. |
| <b>53</b> | Consideration for black, LGBTQI+, Disabled and poverty to name a few specific risks that require attention.   |
| <b>54</b> | Promote safety re: air fryers.  |
| <b>55</b> | In comparison to other public services, you prevention focus is narrow and misses large groups of people who are at risk.   |
| <b>56</b> | There is opportunities for you to work with more partners to achieve your strategic objectives.   |
| <b>57</b> | RTCs.   |
| <b>58</b> | Work with partners? Which ones? Your CRMP plan doesn't list partners you work with or ones you need to work with. Not specific enough. Not a plan at all.   |
| <b>59</b> | Consider trans people in your risks.  |

|    |  |
|----|--|
| 60 | Arson / Fire setting amongst youths / young adults ASB huge issue in North East Wales.   |
| 61 | Promote safety to community groups.  |
| 62 | Visit more community groups like ours.   |
| 63 | Visit more community groups like ours, Conwy Mind. Should do more.   |
| 64 | Hair straighteners being left on or used on bed. People are drugs fall asleep etc.   |
| 65 | Always new and emerging issues/risks to consider. It's all about capacity and funding.   |
| 66 | The recent work done within community has been much more visible done last couple of years.  |
| 67 | Has to be considered Mon-Fri. Not just one hour.   |
| 68 | Has to be considered Mon-Fri. Not just one hour.   |
| 69 | Recruit locally would support and limit risks with exceptional circumstances I.e Menai Bridge. Working with local agencies Mon CF or DWP will support this principle.  |
| 70 | Has to be considered Mon-Fri. Not just one hour.   |
| 71 | Has to be considered Mon-Fri. Not just one hour.   |
| 72 | Has to be considered Mon-Fri. Not just one hour.   |
| 73 | Safety info not in alternative language! No reference to promoting safety in the home for children (huge risks), not just over 65's. What about flooding risks?  |
| 74 | It sounds very well but doesn't speak to younger people being stupid with open flames.   |
| 75 | I think that everyone deserves protection.   |
| 76 | My friends dried her clothes with a hairdryer, and it went up in flames. In 2020 I tried to melt chocolate in the microwave, and it burned and it cracked the cup inside, and black smoke was everywhere. I had B&M hair-straighteners that randomly started sizzling which then blew up in my hand. I put water on toast once. I just didn't know this was the wrong thing to do. |
| 77 | Be aware we could need you for animal rescue.  |
| 78 | Consider vulnerable communities from the rural environment.  |
| 79 | Education, education, education.   |
| 80 | Basic but I see how you mitigate risk to people.   |
| 81 | HE student populations.  |
| 82 | The CRMP misses the opportunity to protect people living in poverty and those who are really ill as a result. Your plan is limited in many ways because it fails to mention lots of people that are very vulnerable.   |
| 83 | Don't receive information about your services previously.  |
| 84 | We have referred people to your services but long waiting lists. Drowning incident in Barmouth last year really impacted the family but wider community as well. Fire Service could do more to promote water safety to ethnic groups and safety information should be translated into relevant languages.  |
| 85 | Language barriers which restrict access for refugees to access information.  |

|            |   |
|------------|---|
| <b>86</b>  | You refer to 'people who maybe vulnerable...'; surely you know who is and isn't vulnerable. It's odd that you don't list vulnerable people which makes it impossible to agree because there isn't a plan in place.  |
| <b>87</b>  | Cadets can help spread positivity similarly to police and army cadets in the area.  |
| <b>88</b>  | Good plans we see NWFRS around the university a lot.  |
| <b>89</b>  | Providing information in more languages.  |
| <b>90</b>  | Sound plans.  |
| <b>91</b>  | I attended the phoenix course and found it very resourceful.  |
| <b>92</b>  | You are clearly engaging with the boating community. Keep up the good work.   |
| <b>93</b>  | Having to rescue large animals with no support is dangerous.  |
| <b>94</b>  | How do you expect members of the public to read & understand your policies in such a short time, have you been out into communities to get real feedback.   |
| <b>95</b>  | The focus on vulnerable people through Safe and Well Checks and the Phoenix Project is excellent. I would encourage the Service to expand prevention work to include rural safety education, for example around farm incidents, equestrian risks, and road safety in rural areas. Prevention should reflect the realities of both urban and rural living. |
| <b>96</b>  | Prevent wildfires.  |
| <b>97</b>  | Maybe consider risks to students, especially international students living far away from home.  |
| <b>98</b>  | Continue working with others.   |
| <b>99</b>  | Continue working with groups.   |
| <b>100</b> | Because of decreasing budgets, co-working is a good thing.  |
|            |   |

## Appendix D

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OUR PROTECTION PRINCIPLE – ADDITIONAL COMMENTS   |
|-----|--|
| 1   | Very comprehensive.  |
| 2   | Develop managers automatically to a higher knowledge of business fire safety.  |
| 3   | An important role.   |
| 4   | You do not have principles in the prevention and protection department, it's completely dysfunctional.   |
| 5   | The protection principle will ensure that the fire service is making businesses and all associated safer with expert guidance on fire safety. Would it be beneficial to offer a training package for businesses following the risk assessment on that business? This would provide the businesses with the initial support in identifying fire risks, but also equip them with the training to continue being fire safe and not drain the resources of the fire service to provide a risk analysis on all buildings. |
| 6   | Not off the top of my head.  |
| 7   | Lots of industry with risks.   |
| 8   | Your service need to be more involved in planning and there are too many takeaways creating unnecessary risks.   |
| 9   | Especially high rise building!! But all public buildings need to be safe.  |
| 10  | I agree you should support businesses.   |
| 11  | Important work you do. People sleeping illegally above business premises.  |
| 12  | Important work you do. People sleeping illegally above business premises.  |
| 13  | Good ongoing monitoring.   |
| 14  | It makes sure businesses are safe environments for the staff and customers helping to keep it protected through guidance.  |
| 15  | this is a good idea for people to keep safe.   |
| 16  | Businesses are people's livelihoods so they should be kept safe, especially from fires as they can be so destructive so quickly.   |
| 17  | Safe and Well Checks are good to protect businesses who may not be aware of the correct legislation or advisories on fire and safety and electrical use.   |
| 18  | Yep.   |
| 19  | Checks on holiday lets.  |
| 20  | In this area it is important that you check hotels and holiday accommodation regularly. Also, HMOs.  |
| 21  | Not enough information to understand this area.  |
| 22  | This principle is confusing because I wasn't aware that fire services provide advice to businesses as I thought the public sector could mark its own work so to speak.   |
| 23  | I strongly agree.  |
| 24  | I somewhat agree but private business should get their own house in order.   |
| 25  | This makes sense to me.  |

|    |  |
|----|--|
| 26 | For people to feel safer.  |
| 27 | Accommodation above take-aways a risk.   |
| 28 | Not enough knowledge to comment.   |
| 29 | Why bother when you don't go to AFAs in many premises.   |
| 30 | This looks like a good service you provide.  |
| 31 | Huge area to cover.  |
| 32 | No access.   |
| 33 | Promote this service more.   |
| 34 | Protecting our buildings is important.   |
| 35 | Is it the fire services role to make businesses to grow. I don't completely agree with your approach.  |
| 36 | Businesses with food a priority.   |
| 37 | Focus on various pubs that are run down in Rhyl, Prestatyn and surrounding areas.  |
| 38 | Marketing to the right people and community awareness is important awareness of legislation.   |
| 39 | Amazing making businesses more knowledgeable which is only a positive.   |
| 40 | Don't really know the difference between protection. And prevention.   |
| 41 | Landlords exploring students.  |
| 42 | There are many local businesses that do the minimum.   |
| 43 | Housing places refugees into buildings with windows that don't open.   |
| 44 | Similar to your prevention section, what businesses are high risk? Your plan fails to list them so how do you expect the public to agree to this principle.  |
| 45 | Your plan doesn't seem to do much protection work compared to other principles.  |
| 46 | Sound plans.   |
| 47 | There is lots of industrial risk in Chirk with Kronsplan, and Cadburys.  |
| 48 | Having to rescue large animals with no support is dangerous and putting the lives of the owners and the animal at risk which could be avoided with the correct support.  |
| 49 | Does business include private & council landlords of residential housing?  |
| 50 | Pub landlords keeping an eye out for vulnerable people.  |
| 51 | Supporting businesses with fire safety guidance is vital. I would suggest extending this principle to include agricultural and equestrian businesses, which face unique risks (barn fires, livestock housing, etc.). Tailored protection advice for rural enterprises would strengthen community resilience. |
| 52 | Continue what you're doing.  |
| 53 | Many summer homes in Abersoch. Whilst going passed them in the summer, it is clear that no one cares about them, for example the glass and window edges.   |
| 54 | We need to ensure that businesses have information about the principles.   |

## Appendix E

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OUR RESPONSE PRINCIPLE – ADDITIONAL COMMENTS  |
|-----|---|
| 1   | This should be number one, this is the only one that's really important.  |
| 2   | Dai iawn. Very Good.  |
| 3   | Very comprehensive.   |
| 4   | The service currently is in a state of flux and it is important to monitor and assess the current improvements on availability and response.  |
| 5   | Firefighters are thin on the ground in North Wales. Huge area - too few operational personnel.  |
| 6   | Should provide more cover on rural station to help RDS.   |
| 7   | No reduction in stations or resources.  |
| 8   | I am concerned that any reductions in numbers of appliances and locations of fire stations could result in a level of service akin to that of the ambulance service which I would consider wholly inadequate.     |
| 9   | I think it is important to have a quick response.   |
| 10  | Need fire station in Connahs Quay.  |
| 11  | Better availability needed at Deeside fire station.   |
| 12  | Population is growing, lots of people from other areas moving here (Anglesey). They don't know the risks.   |
| 13  | It was crazy you were thinking about removing a fire engine fairly recently. Keep what you have got because the population is growing and the community need to know a fire engine is ready to respond in Wrexham |
| 14  | Like Ambulances, in emergencies we all want the response to be immediate.   |
| 15  | I agree you need to be ready, but according to Google availability isn't very good.   |
| 16  | Holyhead always there when you need them.   |
| 17  | Holyhead always there when you need them.   |
| 18  | Excellent but need better communication to identify needs e.g. short staffed, need recruitment or volunteers.   |
| 19  | it is good to keep people safe and stay away from harm so i feel this is a good idea.   |
| 20  | The orange emergency cord in elderly peoples houses are effective for people living on their own who may not be pro-tech with mobile phones.  |
| 21  | 100%!   |
| 22  | Most important.   |
| 23  | Monitor response times.   |
| 24  | Response times??  |
| 25  | Monitor response times.   |
| 26  | Good that we have full time fire fighters in Dolgellau.   |
| 27  | Dolgellau full-time - big tick!   |
| 28  | Goes without saying. Can't fault the fire service for response, especially now you have stopped talking about closing fire stations.  |

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|-----------|---|
| <b>29</b> | Are 53 fire engines enough to cover such a large area. Also, you don't have fire engines, you clearly don't enough firefighters to cover this area during busy periods.   |
| <b>30</b> | I don't believe you are able to protect what matters to people because you are not ready to respond in some areas.  |
| <b>31</b> | I strongly agree.   |
| <b>32</b> | This is a standard offering surely.   |
| <b>33</b> | 999 and prompt response.  |
| <b>34</b> | Need to clean streams and rivers. Fireworks going off too long.   |
| <b>35</b> | Benefit other people.   |
| <b>36</b> | More fire stations should be wholtime/fulltime instead of on-call response which can be hit and miss in some areas. Stations like Flint and Denbigh are large towns with huge industrial units, business parks and farming community presenting too much risk for on-call hit and miss.   |
| <b>37</b> | It's good that you haven't closed Conwy fire station.   |
| <b>38</b> | Too many stations not available for many, many hours.   |
| <b>39</b> | Yes, but your workforce is not as diverse as it could be so improvements can be made.   |
| <b>40</b> | Similar to the Police, your workforce diversity is not going to change if people don't know you are recruiting and what careers you have open.  |
| <b>41</b> | More fire engines may be needed in the future. New housing developments planned. New football stand bringing in more people. Increases to population.   |
| <b>42</b> | There are no fire engines based in our area and Wrexham is simply too far away. We should not rely on Shropshire fire engines when there are so many risks to farms, woodlands, peat fields and many businesses that are based in our rural area. I believe there should be a fire engine based in Penley, Bronington or Hanmer to cover this area. |
| <b>43</b> | Agree on the basis you develop capacity and safeguard jobs.   |
| <b>44</b> | Recruitment issues require attention.   |
| <b>45</b> | Reduced funding cuts could present an issue.  |
| <b>46</b> | Your CRMP is high level. Being ready to respond when you the public need you is expected. However, responding to emergencies involving people with poor mental health needs to be treated carefully and skilfully. If you don't already, do train your staff well.  |
| <b>47</b> | The way on call firefighting has been explained, clearly, it's not enough to have fire stations being available some of the time. Fulltime fire stations work better, and the recruitment of more reliable staff should be a priority.  |
| <b>48</b> | It would be useful to know your response times to assess whether you perform in this area.  |
| <b>49</b> | Slow response out here.   |
| <b>50</b> | Response only occurs when you have staff who are employed and ready to respond. On call retained staff are not ready in some areas. Poor recruitment efforts. Not enough incentives or pay for on call retained enough.   |
| <b>51</b> | Could Flint become fulltime?  |

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| <b>52</b> | Increase in population and traffic.  |
| <b>53</b> | Recruitment drives. Uncalled locations should be evaluated. Keeping the community updated and involved. Evaluate state of equipment.   |
| <b>54</b> | Train staff, yes. Safety equipment, yes. You need more full-time firefighters.   |
| <b>55</b> | Adequate staff. Adequate fire stations. Adequate resources. Ensure that anyone involved in an emergency is safe.   |
| <b>56</b> | Probably need higher focus on rural areas, car crashes and everything.   |
| <b>57</b> | Respond to large animal rescue e.g. horses.  |
| <b>58</b> | Large animal owners are part of your community and sometimes we need help to rescue an animal not responding those in need is not looking out for your community.  |
| <b>59</b> | As noted previously, large animal rescue is a significant part of North Wales rural community needs, NWFS does not accommodate for this.   |
| <b>60</b> | Yeah, response needs to happen as fast as possible.  |
| <b>61</b> | Possibly base a fire engine on the Wrexham industrial estate where high risks exist.   |
| <b>62</b> | I am not so sure your fire stations are based in the right places and I feel you have too many fire stations which I imagine are expensive to run and manage.  |
| <b>63</b> | Language barriers restrict access for some refugees to call for help. I have learned today about 'What three words' but many [Refugees that don't attend British Red Cross] don't know about 999 and what three words.   |
| <b>64</b> | I strongly agree but protecting and saving lives is what you do. Your plan fails to list the 'how' you will respond to the demands in north Wales.   |
| <b>65</b> | Keep staff from leaving.   |
| <b>66</b> | Yes response is good.  |
| <b>67</b> | As discussed in question 1, access to canal boats between Chirk, Cefn Maur and Llangollen can be challenging. It should be on your radar this is a risk and should be considered within your risk profile. Although rare, various incidents occur on the canal and many people living on the boats are older people and some live alone.                 |
| <b>68</b> | Consider your ability to respond at Chirk Marina and along different stretches of the canal. Some areas have good solid access for a fire engine to approach close to the water, but other stretches may go 1000's of metres and be completely inaccessible.   |
| <b>69</b> | Do you respond to animal rescues, to prevent owners getting into difficulties, farmers injury statistics are high as they use dangerous machinery & do own rescues or help other farmers, neighbour's animals.   |
| <b>70</b> | The Service is committed to effective emergency response, but the absence of large animal rescue since 2015 has left a gap. Rural residents often face emergencies involving horses or cattle, which can endanger both people and animals. Reintroducing or partnering to provide this capability would make the response principle truly comprehensive. |
| <b>71</b> | Recruit committed students. Often available and hard working.  |
| <b>72</b> | We have to commend the Service for (unreadable) over the years.  |

## Appendix F

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OUR ENVIRONMENT PRINCIPLE – ADDITIONAL COMMENTS  |
|-----|--|
| 1   | Eco-friendly is another political scam you have no business getting involved in  |
| 2   | Nonsense.. you need diesel!  |
| 3   | I've read through the CRMP, and while I find it to be very thorough, I believe it would benefit from further emphasis on the efforts to mitigate environmental impacts specifically related to incident response, rather than just focusing on how they aim to operate as an eco-friendly service. This section could be expanded to better align with and enhance the environmental principles outlined in the document. For example, fire services commonly use chemicals such as certain foams and water additives, which can have significant environmental consequences. Historically, substances like PFOS and PFOA, found in firefighting foams, have been highly polluting and toxic. Due to this, regulations now ban their use, and disposal must be carried out through licensed high-temperature incineration. |
| 4   | Investing in extra staff and changes should speed this up, though it should be monitored and recorded. increase our transition, th   |
| 5   | Increased cost and less value for the residents.   |
| 6   | Some appliances are 25 years old, releasing vast amounts of emissions, all officers drive petrol vehicles, majority of vans are diesel. Large proportion of stations rely heavily on gas boilers and are falling behind on basic maintenance.  |
| 7   | At the IOACC we have placed great importance on the climate emergency and reducing the carbon footprint. We welcome the environmental principle, specifically the steps that are going to be taken to include: transitioning from diesel vehicles to HVO, expanding the electrical fleet and improving on procurement life cycles. This will ensure compliance with WFGWA and that the carbon footprint of the fire service is lower moving forward.   |
| 8   | Good work.   |
| 9   | It's good this is on your radar! Be conscious of what you are doing and the impact of your actions on other people and the environment.  |
| 10  | Refreshing to see plans to reduce carbon footprint and recycling.  |
| 11  | We are so privileged to have clean good air here, and I strongly believe we should protect our environment. Look at the damage done to Powys Mountain recently - though the growth is now fighting back!   |
| 12  | Our enviroment is very important. Everybody should get involved, stopping cars from using certain gas stops. Felling to many trees it would all help the environment. Stop fireworks that hurt people.   |
| 13  | Kind of, but what is happening with your recyclable plastic and do you know where it ends up?  |
| 14  | It's good you recycle rubbish. I would support the Fire Service spending more on products if they were better for the environment.   |

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| 15 | It's good you recycle rubbish. I would support the Fire Service spending more on products if they were better for the environment.   |
| 16 | Individual risk awareness to different areas.  |
| 17 | Are you clothes made out of recycled materials ?   |
| 18 | Its crucial that we have eco-friendly practices to protect the planet.   |
| 19 | As long as the jobs done at the end that should be all that matters.   |
| 20 | Recycle / reuse where possible.  |
| 21 | Need further info to comment.  |
| 22 | Flooding.  |
| 23 | I disagree because you mention flooding and climate change in your consultation pack, but it doesn't get any limelight at all considering it is such a huge future risk.   |
| 24 | As a student of environmental matters, I don't believe your environmental principle is broad enough and your fail to mention climate change, expected increase in rain fall and increased risk to flooding. You don't mention road surfaces either and the adverse weather will impact road surfaces impacting driving conditions. |
| 25 | I strongly agree.  |
| 26 | This makes sense. Do what you can.   |
| 27 | I fully support the seeking to identify alternative fuel sources.  |
| 28 | Money could be spent better than these magazines.  |
| 29 | Responding, safety is on the way.  |
| 30 | One of the problems that come to my attention is some of them left plastic cover (or) cig in the forest which make high risk. E-cig issue where environment pollution. Damaging bins.  |
| 31 | I am unable to see how an electrical fire engine will ever produce the power to be suitable to pump water at high enough pressure and run for long enough to supply firefighters at a big job (i.e. large house fire, barn fire at a farm).  |
| 32 | Where possible.  |
| 33 | I don't have much knowledge about this but it sounds positive.   |
| 34 | Eco-friendly practices can help save money.  |
| 35 | Don't know enough about this.  |
| 36 | Yes important.   |
| 37 | Can't see how you go electric with fire engine. Good luck with that one.   |
| 38 | You may consider the environmental impact if the Bettisfield Moss goes on fire, it would hugely impact eco-systems, wildlife and major carbon release.   |
| 39 | Agree on the basis you continue to do more in the future.  |
| 40 | You have no mention of solar or wind energy. Lots of wind on Anglesey to generate AI.  |
| 41 | Adopting eco-friendly practices and reducing the negative impacts is positive.   |

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| 42 | Have you considered promoting car share, cycle to work and work from home.   |
| 43 | This principle sounds positive.  |
| 44 | Not possible to cut down emissions. If a fire engine needs to go then it goes surely?<br>Maybe replace some petrol cars with electric.   |
| 45 | Massive capital expenditure. Change as and when.   |
| 46 | Electric cars may cause increased fire risk on fire stations.  |
| 47 | Cost to purchase electric cars and vans is expensive. Cost to replace electric car battery is so high, is this option viable long term.  |
| 48 | Extra Costs.   |
| 49 | Extra Costs.   |
| 50 | Extra costs.   |
| 51 | Extra Costs.   |
| 52 | Extra Costs.   |
| 53 | Extra Costs.   |
| 54 | Electric cars/vans still not good enough for long trips (200+ miles). North Wales is a large area.   |
| 55 | To some degree there is a lot of this out of your control.   |
| 56 | Good ethos currently where sources come from. Low emission vehicles.   |
| 57 | Completely agree.  |
| 58 | Continue to raise awareness about climate change and wildfires.  |
| 59 | This was one of my main thoughts on how fire and rescue could improve as carbon omissions are really poor from many services.  |
| 60 | 100%.  |
| 61 | Not sure investment pays back every time.  |
| 62 | Climate change and weather risks.  |
| 63 | Chemical fires on industrial estates.  |
| 64 | The carbon footprint is too high.  |
| 65 | Your plan is basic, not realistic, nor does not reflect the ambition.  |
| 66 | Cadets can educate youths about the environmental issues, and you can inspire future generations.  |
| 67 | Good planning.   |
| 68 | Impact of climate change and wildfire on wildlife and biosphere.   |
| 69 | Protect future generations.  |
| 70 | Do you work with farmers, vets & wildlife charities?   |
| 71 | I support eco-friendly practices and reducing carbon emissions. I would encourage the Service to also consider environmental risks linked to rural incidents, such as pollution from farm fires or animal accidents. Protecting the environment should include proactive planning for these scenarios. |
| 72 | Adopting eco-friendly practices yes yes yes!   |
| 73 | This is good to hear.  |
| 74 | Focus more on keeping safe - then emissions.   |
| 75 | This the way to go. Recognising a way to go for collaboration.   |

## Appendix G

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | OTHER AREAS IN RELATION TO THE SERVICE WE PROVIDE – ADDITIONAL COMMENTS  |
|-----|--|
| 1   | It looks like you've learnt nothing whatsoever from the cultural review, what's the point of these surveys if you just ignore the results you don't like.  |
| 2   | We face real threats from wildfires - there doesn't seem to be any focus on that here.   |
| 3   | I feel the current wildfire projections may not fully reflect the reality of climate change. Our logs (from NWC-REPS) show this year had a significant increase in wildfire incidents across North Wales, particularly due to prolonged dry weather, which the CRMP briefly mentions in the wildfire section. I would suggest revising the projections to align more closely with the trends we are already observing, similar to the approach taken with flooding predictions (which recognise the difficulty in accurate forecasting).   |
| 4   | 1A.  |
| 5   | The public values our fire service- and expect it to be funded properly- you underestimate the goodwill in the community.  |
| 6   | Fire service should have ambulances and paramedics for emergency only calls to take pressure off Welsh ambulance service. Other countries the fire service run ambulances.   |
| 7   | In relation to the Isle of Anglesey, as a local authority we have concerns on the ability of the fire service to respond to emergencies on the island with the current infrastructure. Recently, the island's residents have been hit hard with the sudden closure of the Menai suspension bridge, which again has highlighted the lack of resilience for the crossing and the vulnerability that Anglesey faces during times of extreme weather with the neighbouring Britannia bridge also being closed at times due to high wind. The fact there is only crewed station on the island (at Holyhead) places a reliance for the South of the island to be dependant on the day crewed station at Bangor for assistance in the case of a fire. This places the citizens on the South side of Anglesey in a vulnerable position should issues arise with one of the 2 bridges as significant queues of traffic on both sides of the bridges. Additionally, when responding to the emergency cover review in 2023, it was highlighted that most emergency calls to the service included the island of Anglesey as part of the highest volume. Further highlighting the need for additional resources on the island. To ensure that Anglesey is adequately resourced, would the fire service consider upgrading the present station at Llangefni to a day crewed station. This would allow for the South of the island to be serviced by an Anglesey based crew and eliminate the over reliance on the station at Bangor. |
| 8   | Fire Service do a good job of being involved in local bonfires. Keeping people safe and putting out fire at the end.   |
| 9   | Be more visible, better community engagement in Wrexham and other parts of north Wales. Do consider recruiting more non-operational staff to deal with prevention demands.   |

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| 10 | Safety in the home - plugs, extension leads, phone chargers etc.   |
| 11 | I am unsure why you don't have more cadet groups to get more people interested in working in your fire service.  |
| 12 | Lorry drivers on mobile phones in Holyhead and A55 (see page 5).   |
| 13 | Lorry drivers on mobile phones in Holyhead and A55 (see page 5).   |
| 14 | Yes - Employees should have arrangement to healthcare. Prospective recruits to increase possibility.   |
| 15 | Since last meeting in this area great progress and clear principles developed. Good information needs to continue.   |
| 16 | Connah's Quay, Penyfordd, Hawarden, Buckley, and Wrexham.  |
| 17 | Connah's Quay, Penyfordd, Hawarden, Buckley, and Wrexham.  |
| 18 | Avoid white paper as some people struggle reading white and black.   |
| 19 | Expand education into colleges / universities.   |
| 20 | Open day in local fire station to promote staying safe.  |
| 21 | Meeting people personally - not just on social media. Warnings via Whatapp? Glossy paper - not easy to write on and is it recyclable?  |
| 22 | Chimney fires - checks on cleaning. Mobile phone alerts - Whatsapp.  |
| 23 | Meet the public. Not do it all on social media for pensioners. Non glossy paper please!  |
| 24 | Wider groups that you fail to target. You should plan to develop capacity that align with population changes which see more tax payer money coming in.   |
| 25 | How to contact you.  |
| 26 | Risks to new arrivals.   |
| 27 | I would say you have the right services, but your focus and priorities don't appear to align.  |
| 28 | Climate change and flooding. Consider preventative work with more people and people of working age.  |
| 29 | I can't think of any.  |
| 30 | You have covered most things. I would adopt a phased roll out of electric until it becomes more energy and cost effective.   |
| 31 | Organise health session in fire stations possibly.   |
| 32 | Fights.  |
| 33 | Fights.  |
| 34 | Floods. Friends using chip pans.   |
| 35 | Fireworks. Flooding - need to clean streams.   |
| 36 | Educate young people in schools and colleges.  |
| 37 | Brooke Road, Shotton. Sluice blocked and made flooding worse.  |
| 38 | Alarm from Carelink goes off at night for no reason.   |
| 39 | Black ice notice board sign in road as temporary sign to alert drivers. It's better to close some roads where the high risk of fall and review based on the history of accidents (or risk in the Winter period). (Prevention is better than cure). |
| 40 | Smoke alarms going off.  |
| 41 | Work more closely with local charities.  |
| 42 | More education shared through partnerships especially health charities.  |
| 43 | Appliances on the run is key!! Simple as that.   |
| 44 | Hate Crime and Community Tensions.   |

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| 45 | Educational talks.   |
| 46 | People who drive on opposite side road.  |
| 47 | Better service delivery in Bettisfield, Northwood, Hanmer, Bronington, Penley and other rural areas.   |
| 48 | Prevention activity that goes beyond your basic safe checks and school programme.  |
| 49 | Road safety talks, advice for farmers and getting out in the community.  |
| 50 | Cardiac response and supporting paramedics during busy periods.  |
| 51 | Safe and well talks for large groups.  |
| 52 | No. Just focus better on your recruitment of on call retained employees. Do this well and don't take on more work.   |
| 53 | Visit more community groups like ours.   |
| 54 | Work closely with local charities.   |
| 55 | Flood prevention measures.   |
| 56 | Regular visits to centre so you can speak to people (those who prefer verbal updates / don't speak very good English).   |
| 57 | Encourage companies to keep an accessible list of staff who are either attending or absent. This will help to ensure that everyone is together in a safe place from any emergencies. |
| 58 | Education with high school students because they are very likely to partake in negative and fire risk activity.  |
| 59 | Produce materials that are more inclusive.   |
| 60 | Yes, large animal rescue.  |
| 61 | Yes, reinstate large animal rescue and support all humans and animals alike animals have died in horrendous circumstances because we can't get help.                                 |
| 62 | Large animal rescue - please reconsider the problems faced by your rural communities in North Wales with the decision not to do this.  |
| 63 | As previously stated, please reinstate the large animal rescue service.  |
| 64 | Students living independently for the first time.  |
| 65 | Can't think of any.  |
| 66 | Fire safety provision aimed at students and people entering the world of work.   |
| 67 | Water safety sessions. We have used RNLI to provide info, but opportunity for local fire service staff to do this.   |
| 68 | Not really sure exactly what you do, so maybe promote your services more effectively.  |
| 69 | Develop partnerships with natural resource Wales and wildlife Trust Cymru.   |
| 70 | Co response like the United States.  |
| 71 | Don't you cover geographical areas.  |
| 72 | Large animals rescue - farm animals horses etc.  |
| 73 | Animal rescues, before owners & by standers try to help & end up needing rescuing or don't have equipment.   |

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| <b>74</b> | The most pressing issue is the lack of large animal rescue provision since 2015. This has had a real impact on rural communities and public safety. I urge the Service to recognise this as a risk in the plan and explore options to reinstate or partner for this capability. More broadly, I encourage the Service to ensure rural risks are given equal weight alongside urban fire risks, so that all communities feel supported. |
| <b>75</b> | Offering internships for degree students to focus on impact on wildfires on the wildlife and land.   |
| <b>76</b> | Make sure that the Service controls, especially in areas of tourism, where there has been a large increase.  |
|           |  |

## Appendix H

Please note that repeated comments where shown, are due to multiple responses recorded on the same consultation form.

| Ref | EDI Comments  |
|-----|---|
| 1   | Stop pushing the LGBT agenda.   |
| 2   | The Service is too engaged in EDI, it should be the best person fit for role regardless to EDI. It's going too much towards hitting EDI targets instead of just taking people in roles for their skill sets.  |
| 3   | You should give equality to all your personnel - not show favouritism to anyone due to gender, orientation or language.   |
| 4   | Risks to different equality groups by staying the same. Status quo will make service go backwards.  |
| 5   | You can do more with young people my age.   |
| 6   | Prevention risk based on age and disability makes sense.  |
| 7   | Prevention risk based on age and disability makes sense.  |
| 8   | In this day and age, men do not like women working in a workplace known for men. It is currently getting worse as they feel there will be little to no consequences. There needs to be more awareness of this because women will not feel safe at all! This may be due to feeling threatened that we do not need males to live. |
| 9   | Better access for disabled and people who are ill.  |
| 10  | Student age population, mostly 19 to 25 years old.  |
| 11  | People that live near to rivers and coastal areas to mitigate the flooding risk.  |
| 12  | Risks to students, especially those living from home for the first time and those in a different country.   |
| 13  | Health and disability.  |
| 14  | Homeless people and people in crisis.   |
| 15  | People from overseas studying here.   |
| 16  | People living in rural areas.   |
| 17  | Disabled people and those with poor health.   |
| 18  | Whole towns and villages without on call retained cover makes uneven access to fire engines. Postcode lottery.  |
| 19  | Job roles similar deal with stereotypical toxic masculinity.  |
| 20  | People should need to learn conversational Welsh due to the Welsh only speaking demographics.   |
| 21  | I think that even people who are disabled in a way which limits mobility and therefore ability to be a firefighter, should still be able to provide assistance in the field.  |
| 22  | Don't care who is in the service as long as they are capable of doing the job.  |
| 23  | Student populations further education and higher school.  |
| 24  | Lack of provision means many youths don't think about firefighting and safety prevention.   |
| 25  | Disability, age and human rights.   |
| 26  | Making best use of public funds.  |
| 27  | We have looked at risks, people places and communities.   |
| 28  | There are lots of empty homes in the area.  |
| 29  | It is important to be accountable.  |

## Appendix I

| Ref | COMMENTS RECEIVED OUTSIDE CONSULTATION (Facebook, email etc.)   |
|-----|---|
| 1   | <p>“Cheeky ** these lot. They come round about someone's fire alarm going off in another flat, then start demanding entry into other people's flats, even though they already know where the fire is... Next time... They can **** off... I'm not letting these lot in my place again when it's not me having fires.</p> <p>“North Wales Housing needs to sort it's smackheads out... It's them that causes fires all the time, not me. Never had one. So why I got to let these lot into my **** flat... Won't happen again I tell you.... Not letting you in next time”</p> |
| 2   | “Da iawn [REDACTED] 🙌🙌🙌”  |