



**Buckinghamshire & Milton Keynes
Fire and Rescue Service:
*Continuing the Journey:
Public Safety Plan 2015-20***

Report of Questionnaire findings

**Opinion Research Services
October 2014**



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This study was conducted in accordance with ISO 20252:2012

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We would also like to thank the 160 people who took part in the survey, without whose valuable input the research would not have been possible.

The ORS Project Team

Project Design and Management

Dale Hall

Kelly Lock

Ciara Small

Data Services

Joseph De Marco

Data Analysis

Richard Harris

Joe Marchant

Timothy Driscoll

Sophie Griffiths

Matjaz Bone

Report Authors

Ciara Small

Angus Campbell

Executive Summary

Summary of Main Findings

- 1.1 The following paragraphs selectively highlight some key issues, but readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.
- 1.2 Nearly 7 in 10 respondents (68%) agreed that the fire and rescue service should assist with business continuity plans. Just over a fifth (23%) disagreed with this.
- 1.3 When asked the extent to which they agreed or disagreed that Buckinghamshire and Milton Keynes Fire & Rescue Service (B&MKFRS) should consider more economical ways of dealing with infrequent large scale or numerous simultaneous emergencies, less than half of respondents (45%) agreed. Over half of respondents (53%) disagreed with this statement, with over a third (35%) strongly disagreeing.
- 1.4 When asked the extent to which they agreed or disagreed that B&MKFRS should consider relocating to help balance response capacity with demand, just over half of respondents (52%) agreed. Less than 3 in 10 respondents (29%) disagreed and around a fifth (19%) neither agreed nor disagreed.
- 1.5 When asked the extent to which they agreed or disagreed that B&MKFRS should consider merging with nearby stations to help balance response capacity with demand, similar proportions of respondents agreed (43%) and disagreed (44%).
- 1.6 When asked the extent to which they agreed or disagreed that B&MKFRS should consider co-locating (on the same site) with other emergency services to help balance response capacity with demand, just over three fifths of respondents (62%) agreed. Only around a quarter (24%) of respondents disagreed and just over 1 in 10 (13%) neither agreed nor disagreed.
- 1.7 Respondents were asked to rate how effective various options would be in safeguarding communities. The option that respondents thought would be the most effective was paying a premium for on-call cover during working hours to help incentivise people to work during those hours. On the other hand, the option that respondents thought would be least effective was making greater use of smaller rapid intervention appliances such as smaller fire engines and vans, that require reduced crew sizes, such as three personnel as opposed to four, to help counteract the difficulties faced with finding enough available firefighters particularly during working hours.
- 1.8 Almost three fifths (57%) of respondents agreed that B&MKFRS should use their skills and resources to support other emergency services such as the ambulance service to help save lives. However, more than a third (36%) of respondents disagreed with this.
- 1.9 Around a quarter (26%) of respondents agreed that B&MKFRS should consider alternative service delivery models. However, two thirds (66%) of respondents disagreed with this.
- 1.10 Less than two fifths of respondents (36%) reported feeling well informed about Buckinghamshire and Milton Keynes Fire Authority's future plans. Just over two fifths (42%) of respondents said that they were either very poorly (27%) or fairly poorly (16%) informed and just over a fifth (22%) reported being neither well nor poorly informed.

Project Overview

Introduction

- ^{1.11} Opinion Research Services was commissioned by Buckinghamshire & Milton Keynes Fire & Rescue Service (B&MKFRS) to undertake an online survey as part of their 'Continuing the Journey: Public Safety Plan 2015-20' consultation.
- ^{1.12} The online survey supplements the qualitative part of this consultation which involved five public focus groups (in Aylesbury, Buckingham, Chesham, High Wycombe and Milton Keynes).
- ^{1.13} The online survey was available to complete from the 22nd of July 2014 until the 13th of October 2014. The survey was available to residents, representatives from business, public and voluntary organisations and Buckinghamshire & Milton Keynes Fire & Rescue Service (B&MKFRS) employees. 160 surveys were completed during this period.

Respondent Profiles

- ^{1.14} The gender split was uneven, with 73% male and 27% female respondents. Generally, there was more of a balanced split with the age groups (16 to 44 (32%), 45 to 54 (27%) and 55 and over (40%)). The tables below show the profile characteristics of respondents to the survey.

Table 1: Gender - All Respondents

Gender	Number of respondents (unweighted count)	% of respondents (unweighted valid)
Male	88	73
Female	33	27
Not Known	39	-
Total	160	100

Table 2: Age - All Respondents

Age	Number of respondents (unweighted count)	% of respondents (unweighted valid)
16 to 44	39	32
45 to 54	33	27
55 or over	49	40
Not Known	39	-
Total	160	100

Table 3: Disability - All Respondents

Disability	Number of respondents (unweighted count)	% of respondents (unweighted valid)
Yes	11	9
No	109	91
Not Known	40	-
Total	160	100

Table 4: Ethnicity - All Respondents

Ethnicity	Number of respondents (unweighted count)	% of respondents (unweighted valid)
White	103	94
Non-white	7	6
Not Known	50	-
Total	160	100

Table 5: Postcode - All Respondents

Postcode	Number of respondents (unweighted count)	% of respondents (unweighted valid)
HP	42	38
MK	57	51
Other	13	12
Not Known	48	-
Total	160	100

Table 6: Representation - All Respondents

Representation	Number of respondents (unweighted count)	% of respondents (unweighted valid)
A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service	22	19
A representative of a business, council, public sector, community or voluntary organisation	26	22
A resident of Buckinghamshire or Milton Keynes	69	59
Not Known	43	-
Total	160	100

Responses from organisations

^{1.15} Of those who were asked, most responses to the consultation questionnaire were from residents of Buckinghamshire or Milton Keynes (59%; 69 respondents). Similar proportions of local organisations and businesses (22%; 26 respondents) and members of Buckinghamshire & Milton Keynes Fire & Rescue Service (19%; 22 respondents) responded.

^{1.16} Figure 1 overleaf details those organisations that submitted responses.

Figure 1: Summary of organisations responding to the questionnaire (who gave their details) – 17 responses

Abbey and Ryemead Neighbourhood Action Group.
Bierton with Broughton Parish Council.
Buckinghamshire Chamber of Commerce.
Buckinghamshire New University.
Bucks County Council.
Calverton Resident's Association.
Chiltern District Council.
Hambleden Parish Council.
Lacey Green Parish Council.
Moulsoe Parish Council.
Newport Pagnell Town Council.
North Marston Community Shop Association Ltd.
Old Woughton Parish Council (Milton Keynes).
Parish Council (unspecified)
Sir Henry Floyd Grammar School.
Wendover Parish Council.
Wycombe District Council.

Duplicate and Co-ordinated Responses

^{1.17} Online questionnaires have to be open and accessible to all while minimising the possibility of multiple completions (by the same people) that distort the analysis. Therefore, while making it easy to complete the survey online, ORS monitors the IP addresses through which surveys are completed. On this occasion, the monitoring showed that there was only 1 IP address which generated more than one response. Given that more than one person at an IP address might want to complete the questionnaire) we have not excluded any online submissions.

Interpretation of the Data

^{1.18} Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.

^{1.19} Where differences between demographic groups have been highlighted as significant there is a 95% probability that the difference is significant and not due to chance. Differences that are not said to be ‘significant’ or ‘statistically significant’ are indicative only. When comparing results between demographic sub-groups, on the whole, only results which are significantly different are highlighted in the text.

- ^{1.20} The example comments shown throughout the report have been selected as being typical of those received in relation to each proposal.
- ^{1.21} Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of respondents making relevant responses. Where possible, the colours of the charts have been standardised with a 'traffic light' system in which:
- Green shades represent positive responses
 - Beige and purple/blue shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the 'extremes', for example, very satisfied or very dissatisfied

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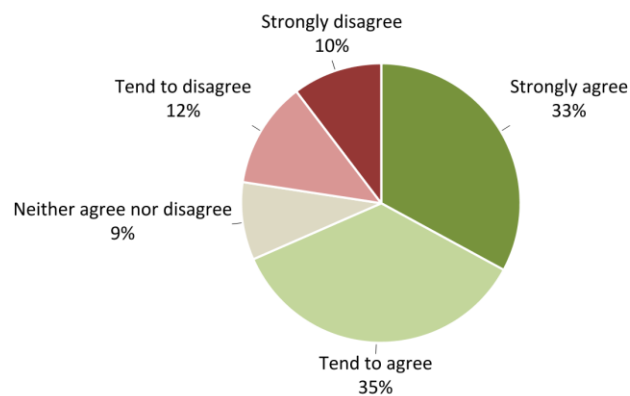
Findings

Commercial risk

^{1.22} Respondents were asked the extent to which they agreed or disagreed that the fire and rescue service should assist with the development of business continuity plans. Nearly 7 in 10 respondents (68%) agreed that the fire and rescue service should assist with business continuity plans. Just over a fifth (23%) disagreed with this.

Figure 2: Extent to which respondents agree or disagree that the fire and rescue service should assist with the development of business continuity plans

To what extent do you agree or disagree that the fire and rescue service should assist with the development of business continuity plans?



Base: All Respondents (155)

Why do you feel this way?

Table 7: Why do you feel this way? Commercial risk

Theme	Count
FRS offers relevant expertise and insight	20
Business continuity planning is a good idea	19
Outside the scope of FRS/public sector, not the FRS responsibility	12
Could be an effective way of reducing commercial risk	6
Potential revenue generator	5
Good idea as long as it doesn't impact on the front line	5
FRS should promote business continuity planning but not enforce it	5
FRS doesn't currently have the necessary skills and expertise to deliver this service	4
FRS hasn't been very proactive about this in the past	2
Not a good idea because it could impact on the front line	1
FRS and Businesses should be working more closely	1
Would be better with a Nationalised approach	1
FRS offers impartial/objective advice	1
Impartial advice from the FRS is more trustworthy	1
Could benefit smaller businesses who struggle more financially to manage their own risk	1
Front line is better for safety than business continuity planning	1
Don't understand what this would involve	1
Residential fire prevention is the priority not commercial because they have enough money to manage their own risk	1
FRS should select which personnel conduct business continuity planning to be as cost effective as possible	1
Firefighting is the priority not business continuity planning	1
Good use of FRS resources	1
TOTAL	90

^{1.23} When asked if the fire and rescue service should assist with the development of business continuity plans, a number of respondents thought that the fire and rescue service offers relevant expertise and insight and that business continuity planning is a good idea.

The fire authority has vast amounts of knowledge and experience and will advise companies on all areas of fire safety. Many companies think that they have people in place who are capable of making very important fire related decisions, but many of these people are not fully competent when it comes to fire strategy and means of escape. (Buckinghamshire new university).

If B&MKFRS assist commercial risks this may lower the commercial fires you attend hence reducing the cost of these incidents. (Representation not specified).

^{1.24} However, some respondents thought that this was outside the scope of the FRS/public sector and was not the FRS's responsibility:

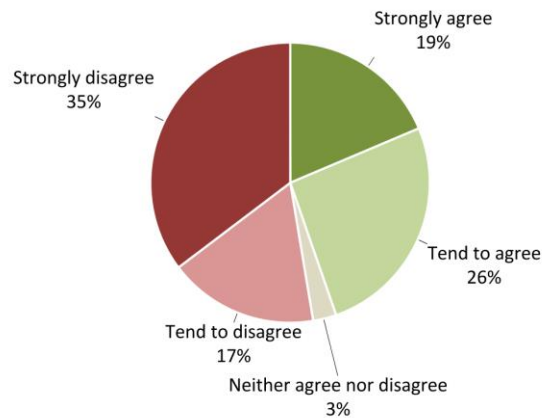
Business continuity is the responsibility of the business in question. The fire service shouldn't be moving into commercial ventures. It should be focusing on its core objectives as a service: community fire safety, fire safety and intervention. (Representation not specified).

Response capacity

1.25 When asked the extent to which they agreed or disagreed that Buckinghamshire and Milton Keynes Fire & Rescue Service should consider more economical ways of dealing with infrequent large scale or numerous simultaneous emergencies, less than half of respondents (45%) agreed. Over half of respondents (53%) disagreed with this statement, with over a third (35%) strongly disagreeing.

Figure 3: Extent to which respondents agree or disagree that Buckinghamshire & Milton Keynes Fire & Rescue Service should consider more economical ways of dealing with infrequent large scale or numerous simultaneous emergency incidents

To what extent do you agree or disagree that Buckinghamshire & Milton Keynes Fire & Rescue Service should consider more economical ways of dealing with infrequent large scale or numerous simultaneous emergency incidents – for example, by increasing collaboration with and support from neighbouring fire and rescue services?



Base: All Respondents (150)

*Why do you feel this way?***Table 8: Why do you feel this way? Response capacity**

Theme	Count
Concerns about delays in attendance /increased risk	19
It makes economic sense/cost savings are needed	13
I agree with collaboration/assistance from other services	12
B&MKFRS shouldn't/can't rely on neighbouring services	10
Reduction of resources should be avoided	10
I pay council tax for the service/it's an insurance policy/we deserve the protection we pay for	6
Need to work smarter/make better use of personnel and equipment	6
Resources need to be aligned to risk/demand	5
BFRS already co-operate with neighbouring FRS's	4
Focus on the quality of service as it is/Leave it as it is	3
More resources are needed	3
There isn't enough information to provide an informed response	3
B&MKFRS know the local area/knowledge of the local area is an issue	2
B&MKFRS should have enough capacity to not need to rely on services	2
I am happy to pay for the fire service	2
It doesn't cover all eventualities/It's not sustainable	2
The statistics are misleading/skewed	2
All FRS's are facing cuts so these resources may not always be available	1
B&MKFRS should move to a 'hub' model	1
Economical approaches would need rigorous testing	1
Education on fire prevention and improvements in fire retardants will lessen demand on services	1
It will mean job losses and less fire engines	1
Joint training would be needed to ensure consistency between FRS's	1
The question is biased	1
The service already receives enough money (which mainly goes to the frontline)	1
The various parties need to be supportive of collaborating	1
What if everyone just borrowed from next door?	1
Working with other FRS's may only work for major issues	1
TOTAL	115

- 1.26 Respondents were asked whether they agreed or disagreed that B&MKFRS should consider more economical ways of dealing with infrequent large scale or numerous simultaneous emergency incidents (for example, by increasing collaboration with and support from neighbouring fire and rescue services). A number of respondents expressed concern about delays in attendance/increased risk:

Sharing resources is cost effective, but this should not be implemented at the expense of delays in deploying resources and increase lead times in attending incidents. (Moulsoe Parish Council).

- 1.27 Others thought that B&MKFRS shouldn't/can't rely on neighbouring services and that a reduction of resources should be avoided.

An FRS can't rely on neighbouring services as they too might be dealing with large scale incidents. (A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service).

Because if the brigade is stretched due to multiple incidents it's likely that other brigades will also be stretched for the same reasons. The reduction of resources within the service should be avoided. (A resident of Buckinghamshire or Milton Keynes).

- 1.28 However, other respondents agreed with collaboration/assistance from other services and thought that the proposals make economic sense/cost savings are needed.

It's common sense to increase collaboration with services that are not far apart and have additional assets. (A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service).

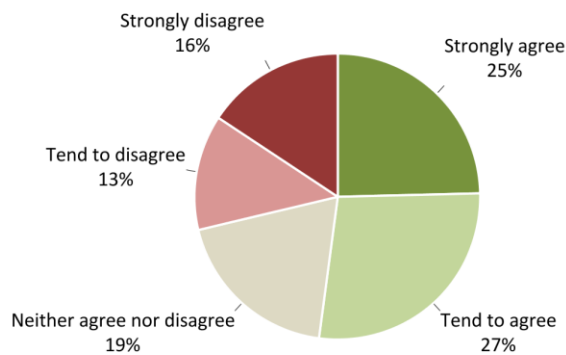
Collaboration ideally creates cost effective action. You cannot cover all potential eventualities all of the time - you need to be realistic as there is not a bottomless budget available. (Sir Henry Floyd Grammar School).

Station footprint

1.29 When asked the extent to which they agreed or disagreed that B&MKFRS should consider relocating to help balance response capacity with demand, just over half of respondents (52%) agreed. Less than 3 in 10 respondents (29%) disagreed and around a fifth (19%) neither agreed nor disagreed.

Figure 4: Extent to which respondents agree or disagree that the fire and rescue service should consider relocating to help balance response capacity with demand

To what extent would you agree or disagree that we should consider relocating to help balance our response capacity with demand?



Base: All Respondents (146)

*Why do you feel this way?***Table 9: Why do you feel this way? Balancing response capacity with demand**

Theme	Count
Location based on risk/demand is a good idea	26
No closures/reductions in services/cuts	15
Concerns with increased response times	12
Concerns with cost	6
More information is needed	6
Demand is unpredictable	5
Inaccuracy of risk/demand data	5
Makes economic sense	5
Equal access to fire service	4
Standby vehicles would be a good idea	4
More stations needed	3
It is unreasonable to relocate every time trends change	2
Concern that FRS wastes time	1
Concerns that community bonds will be broken	1
Concerns that full-time stations will be affected	1
Concerns that retained staff will be negatively affected	1
Concerns with staff reductions	1
Consolidation will be appropriate	1
Flexibility is important	1
FRS know best	1
Future developments may affect demand	1
Growth of towns is not centralised	1
Increase funding for retained stations	1
Location in town centres is important	1
Location near motorways is important	1
Location should be based on population	1
Public consultation is needed	1
Review of staffing/equipment is important	1
There should be a maximum response time	1
TOTAL	110

- 1.30 Respondents were asked whether they agreed or disagreed that B&MKFRS should consider relocating to help balance response capacity with demand. The majority of respondents that answered this question thought that location based on risk/demand is a good idea.

This makes sense, particularly as you are always going to be further away from some homes than others, wherever the stations are located. Perhaps you could also consider being parked up at 'hot-spots', just as the police and ambulances services do on some evenings and at weekends. (A resident of Buckinghamshire or Milton Keynes).

- 1.31 However, other respondents thought that there should be no closures/reductions in services/cuts while others expressed concerns with increased response times.

I believe that relocation is inevitable; however, any reduction in fire stations is a bad idea. (A resident of Buckinghamshire or Milton Keynes).

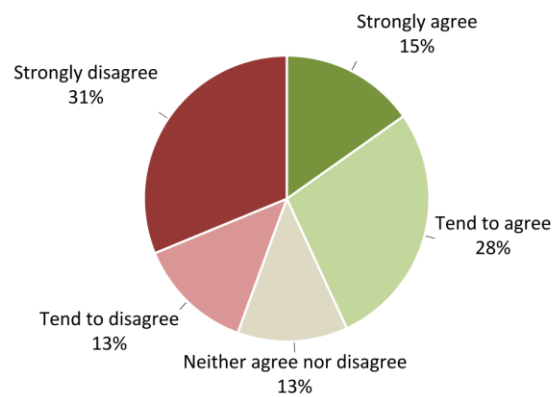
If the costs of relocation do not mean cuts to the service and provided the response times to the original catchment areas remain the same. (North Marston Community Shop Association Ltd.).

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- 1.32 When asked the extent to which they agreed or disagreed that B&MKFRS should consider merging with nearby stations to help balance response capacity with demand, similar proportions of respondents agreed (43%) and disagreed (44%).

Figure 5: Extent to which respondents agree or disagree that the fire and rescue service should consider merging with nearby stations to help balance our response capacity with demand

To what extent would you agree or disagree that we should consider merging with nearby stations to help balance our response capacity with demand?



Base: All Respondents (144)

Why do you feel this way?

Table 10: Why do you feel this way? Merging nearby stations to help balance response capacity demand

Theme	Count
Concerns about increased response times	24
It makes economic sense/cost savings are needed	13
Concerns about cuts to frontline services	7
Merging should be considered/ makes sense	5
Risk to public/possible loss of life	5
Concerns that the merger is only to cut costs	4
For cross-border services	4
Concerns about availability of crew and appliances	3
As long as staff are accommodated	2
Community may lose faith in BFRS	2
Concerns about job losses	2
Concerns that population increase is not being considered	2
Merging is a possible waste of money/will not solve the problem	2
More information is needed in the questionnaire	2
Against cross-border service	1
BFRS should have the final say	1
Concerns about a loss of FRS identity	1
If it improves services	1
It would decrease response times	1
Only supports specific mergers	1
Some stations are already merged	1
There is no proof that this option would be effective	1
There should be a public consultation before a decision is made	1
TOTAL	86

- ^{1.33} Respondents were asked whether they agreed or disagreed that B&MKFRS should consider merging with nearby stations to help balance response capacity with demand. The majority of respondents that answered the question expressed concerns increased response times.

Local stations offer a faster response to incidents. Merged stations would see an increase in attendance times for a number of communities. (A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service).

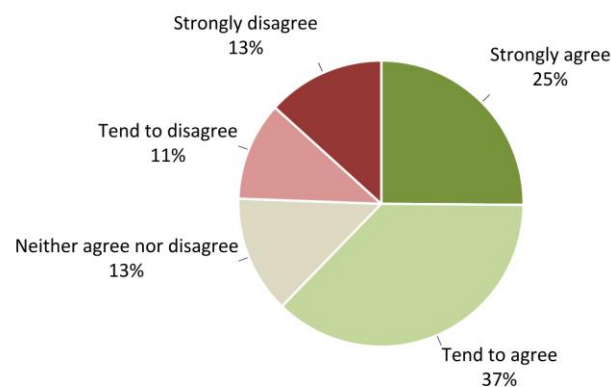
- ^{1.34} However, other respondents were of the opinion that this would make economic sense and that cost savings are needed.

If merging reduces cost without impacting on the service, then, obviously, do it. Especially if the service is improved as a result. (BCC County Councillor).

1.35 When asked the extent to which they agreed or disagreed that B&MKFRS should consider co-locating (on the same site) with other emergency services to help balance response capacity with demand, just over three fifths of respondents (62%) agreed. Only around a quarter (24%) of respondents disagreed and just over 1 in 10 (13%) neither agreed nor disagreed.

Figure 6: Extent to which respondents agree or disagree that the fire and rescue service should consider co-locating (on the same site) with other emergency services to help balance our response capacity with demand

To what extent would you agree or disagree that we should consider co-locating (on the same site) with other emergency services to help balance our response capacity with demand?



Base: All Respondents (143)

Why do you feel this way?

Table 11: Why do you feel this way? Co-locating with other emergency services to help balance response capacity demand

Theme	Count
It makes economic sense/would save money	15
Co-locating is efficient	14
Fire service should be kept neutral/independent of police	8
Would improve cross service collaboration	8
Would improve training	7
Depends if there are adequate sites to support co-location	6
Would not improve the FRS	4
Concerned about the effect on response times	3
Concerned that this would result in cuts to services	3
More information needed	3
Would improve facilities	3
Would make no difference	3
It is already happening	2
It may be a pointless exercise	2
Argument for a fully integrated service	1
Concerned that this would reduce their reputation	1
Concerns that it is a tick box exercise	1
Concerns that savings won't be made	1
Council tax concerns	1
Yes - if the service does not decrease	1
Providing that risk profiles are compatible for all three services	1
Resources need to be aligned to risk/demand	1
Services should support each other	1
The decision must be based on risk to users and not money	1
There would be a culture clash	1
Too many differences in services	1
Would benefit the community	1
Would improve standard of service	1
TOTAL	95

^{1.36} Respondents were asked whether they agreed or disagreed that B&MKFRS should consider co-locating (on the same site) with other emergency services to help balance response capacity with demand. The main themes that came out were that this proposal would save money/make economic sense and that co-locating is efficient.

Co-locating can only lead to better collaboration, shared costs, shared ideas, even shared back-office costs. (A resident of Buckinghamshire or Milton Keynes).

Co-location would make sense, especially if some aspects could be combined between the different services. (A resident of Buckinghamshire or Milton Keynes).

Crewing models and duty systems

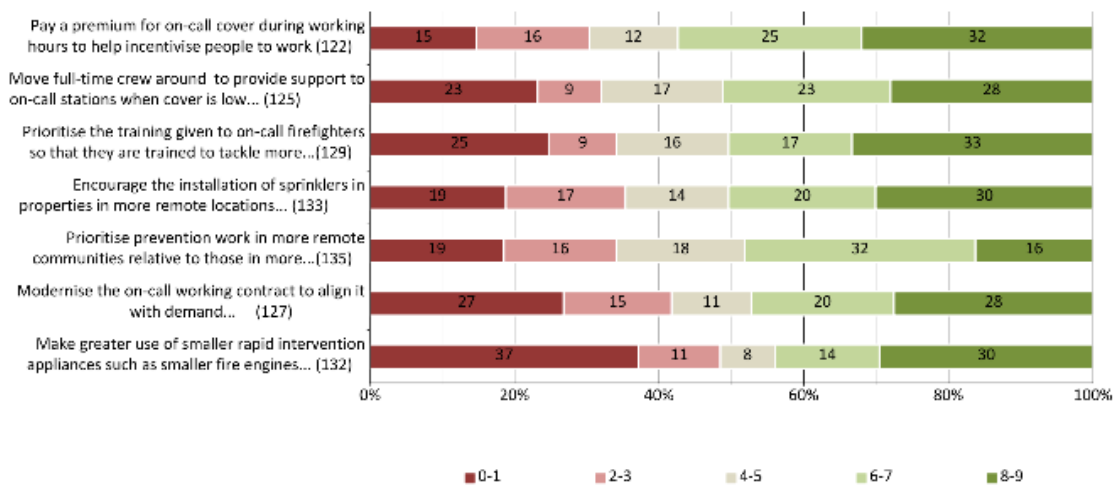
1.37 Respondents were asked to rate how effective various options would be in safeguarding communities. The chart below shows how respondents rated the various options. The option that respondents thought would be the most effective was paying a premium for on-call cover during working hours to help incentivise people to work during those hours.

1.38 On the other hand, the option that respondents thought would be least effective in safeguarding communities was making greater use of smaller rapid intervention appliances such as smaller fire engines and vans that require reduced crew sizes, such as three personnel as opposed to four, to help counteract the difficulties faced with finding enough available firefighters particularly during working hours.

Figure 7: Extent to which respondents think the options shown below would be effective in safeguarding communities.

Please rate on a scale of 0-9 how effective you think the following options would be in safeguarding our communities, where 0 is not effective at all and 9 is very effective at safeguarding.

How effective would it be for the fire and rescue service to:



Base: All Respondents (see numbers in brackets)

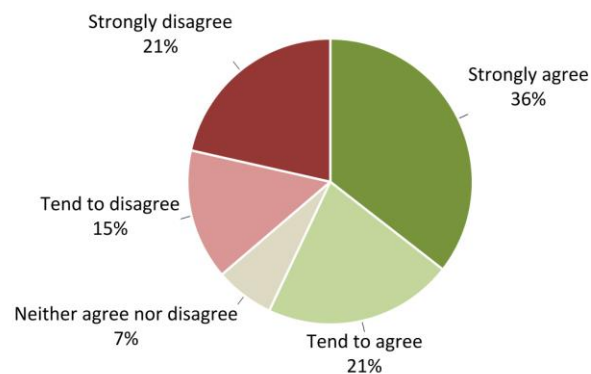
Using our resources in different ways

1.39 Almost three fifths (57%) of respondents agreed that B&MKFRS should use their skills and resources to support other emergency services such as the ambulance service to help save lives. However, more than a third (36%) of respondents disagreed with this.

Figure 8: Extent to which respondents agree or disagree that the fire and rescue service should use their skills and resources to support other emergency services such as the ambulance service to help save lives

We currently use our skills and resources to support other emergency services such as the ambulance service to help save lives. For example the community responder (co-responder) scheme, where we respond to time-sensitive life-threatening 999 calls such as heart attacks, strokes and asthma attacks.

To what extent do you agree or disagree that we should be using our resources in this way?



Base: All Respondents (135)

*Why do you feel this way?***Table 12: Why do you feel this way? Using resources in different ways**

Theme	Count
Efficient use of resources	18
It's important for emergency services to work together	10
Only ambulances should be dealing with medical emergencies	10
Would help the community/save lives	10
Concerns around a drop in service	9
Ambulance service should be better funded	7
FRS would have limited training compared to the ambulance service	7
The FRS have the capacity	7
Concerns that this option is due to failings in the ambulance service	6
Some medical emergencies are inappropriate for the FRS	6
Worry that the FRS doesn't have the capacity	5
Ambulance service could help with FRS duties	3
Inaccuracies in the PSP	2
Only if a smaller appliances/fewer staff members are used	2
Three tiered system should be used like in Canada	2
As long as the FRS gets more funding	1
Concerns about increased response times	1
Concerns that it is only to achieve KPIs	1
Co-responding has been successful in the past	1
it is not necessary	1
Only if the FRS can get there first	1
Only if the proper training was provided	1
Police could also support other emergency services	1
Risk to public/possible loss of life	1
Should only happen if absolute emergencies	1
Shows innovative thinking	1
There will be a move towards a specialised service for both medical and fire/rescue emergencies	1
Training should be provided to the public for additional help	1
TOTAL	117

- 1.40 Respondents were asked whether they agreed or disagreed that B&MKFRS should use their skills and resources to support other emergency services such as the ambulance service to help save lives. The majority of respondents who answered this question thought that this would be an efficient use of resources.

If your people have the skills and are available it makes sense to use them to save lives. (A resident of Buckinghamshire or Milton Keynes).

- 1.41 Others commented that it would help the community/save lives and thought that it is important for emergency services to work together.

The crews have skills that can be utilised. If it helps save lives, and also save jobs, then it has to be useful. (A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service).

Working as a team with other services is definitely the way to go and makes better use of resources and should get better results. It is the kind of service the public needs and will deliver the best results. Saving lives is a primary concern for the fire service and a price can't be put on that. (A resident of Buckinghamshire or Milton Keynes).

- 1.42 However, some respondents thought that only ambulances should deal with medical emergencies.

Although someone turning up is better than nobody turning up, the public want an ambulance if they ring 999 for medical emergency, not a fireman. (A member or relative of member of Buckinghamshire & Milton Keynes Fire & Rescue Service).

Alternative service delivery models

^{1.43} Around a quarter (26%) of respondents agreed that B&MKFRS should consider alternative service delivery models. However, two thirds (66%) of respondents disagreed with this.

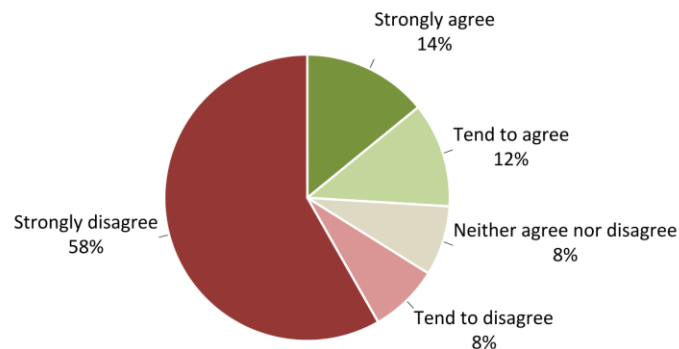
Figure 9: Extent to which respondents agree or disagree that the fire and rescue service should explore whether there are more ways of delivering some or all of our services that may be more viable in the future

It is expected that the Government will continue to reduce the amount of funding support it provides to the fire and rescue service during the lifetime of the next parliament (up to 5 years).*

We therefore wish to explore whether there are more ways of delivering some or all of our services that may be more viable in the future and that might, for example, allow us to generate additional revenue and/or operate more efficiently.

This would include consideration of options such as privatisation, where the Fire Authority would contract private companies to deliver services rather than provide them directly itself, or via employee owned 'public service mutuals'.

To what extent do you agree or disagree that we should consider such options?



Base: All Respondents (127)

Why do you feel this way?

Table 13: Why do you feel this way? Alternative service delivery models

Theme	Count
Against privatisation	43
Fire service should not be for profit	17
Concerned that privatisation will lead to a reduced standard of service	14
Concerned that privatisation will lead to increased costs	11
Worth considering	6
Create revenue through alternative means	5
Concerned about public confidence in fire service	4
I want an effective FRS/It's a basic requirement	3
Concerned about the reaction of Fire Brigades Union	2
Limited use of private companies for non-emergency services	2
Use alternative delivery options to improve standard of service	2
Use alternative delivery options to increase revenue	2
Against mutuals	1
Concerned about job losses	1
Create savings elsewhere	1
I don't know enough to comment	1
Increase efficiency/efficient use of resources	1
Maintain standards	1
Make changes to FRS management	1
No effects to front line services	1
Use alternative delivery options to increase efficiency	1
TOTAL	120

- 1.44 Respondents were asked whether they agreed or disagreed that B&MKFRS should consider alternative service delivery models. The majority of respondents who answered this question were against privatisation.

A public service such as the fire service should never be trusted to the vagaries of commercial interests. Limited privatisation within the fire service has proved to be an abject failure and cost more in all occasions. (A resident of Buckinghamshire or Milton Keynes).

- 1.45 Others commented that the fire and rescue service should not be there to make a profit and some were also concerned that privatisation will lead to a reduced standard of service and increased costs.

How is saving people or prevention about profits or costs? What is the cost of a death to the economy? (A representative of a business, council, public sector, community or voluntary organisation; organisation not specified).

Emphasis will shift to profits, rather than quality of service. (A resident of Buckinghamshire or Milton Keynes).

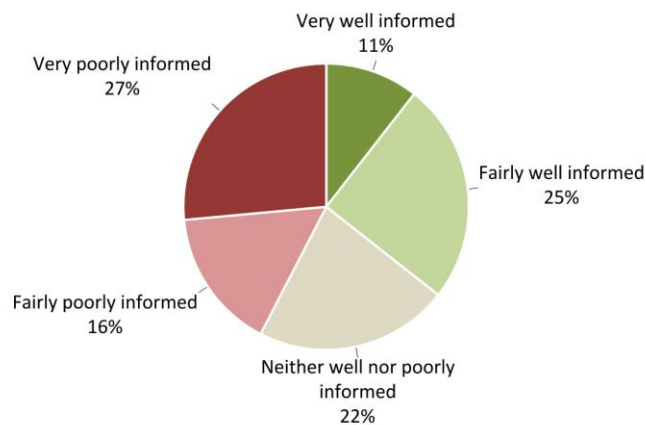
Outsourcing will always cost you more in the long run, you only get what you pay for in life. (A resident of Buckinghamshire or Milton Keynes).

Feeling informed

^{1.46} Less than two fifths of respondents (36%) reported feeling well informed about Buckinghamshire and Milton Keynes Fire Authority's future plans. Just over two fifths (42%) of respondents said that they were either very poorly (27%) or fairly poorly (16%) informed and just over a fifth (22%) reported being neither well nor poorly informed.

Figure 10: Extent to which respondents feel either well or poorly informed about Buckinghamshire and Milton Keynes Fire Authority's future plans

Overall, how well or poorly informed do you feel about Buckinghamshire and Milton Keynes Fire Authority's future plans?



Base: All Respondents (132)

Additional comments

Are there any comments you would like to make about our 2015-20 Public Safety Plan?

Table 14: Additional comments

Theme	Count
Unclear/uninformative/biased document	9
A lot of thought has gone into ways of improving and best utilising resources	7
Excellent/clear/informative document	5
Survey wasn't publicised enough	3
Preference for an increase in council tax instead of cuts	2
Argument for a more risk-based plan/IRMP	2
Concerns that the questionnaire results will be overlooked	2
Concerns with accessing the PSP document	2
Cut down on managerial staff	2
Education/training for the public/vulnerable groups	2
There isn't enough information/it's not clear what the plan is proposing	2
Concerns about a reduction in service	1
Do what is best for residents not employees	1
Don't privatise	1
Firefighters should be more involved in the plan	1
Get rid of officer's cars	1
Improve appliance efficiency	1
Improve frontline staff/equipment	1
It will result in job cuts which will lead to job losses/ greater response times/ increased risk	1
Little mention of flooding in the document	1
Managers should be more hands-on	1
Reserve money should be used to pay for temporary strikes	1
Worry about political influences	1
TOTAL	58

^{1.47} Some respondents put forward additional comments regarding the 2015-20 Public Safety Plan. While some thought that the document was unclear/uninformative/biased.

The authority provides a lot of options without clearly stating what its objectives are in the short, medium and long term. You should openly state where you want to introduce co-responding, merge stations or reduce fire-fighter numbers. (A resident of Buckinghamshire or Milton Keynes).

^{1.48} Others thought that a lot of thought has gone into ways of improving and best utilising resources.

A lot of thought has gone into ways of improving and best utilising the resources with the amount of budget available, it is good to explore all options. (A resident of Buckinghamshire or Milton Keynes).

DRAFT



This project was carried out in compliance with ISO 20252:2012.