



RESPONSE STRATEGY CONSULTATION

Internal feedback summary

A brief summary of the consultation so far and next steps, with a feedback table noting responses to comments

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Background

- Preparations for the Authority's Response Strategy began in January 2018, with initial ideas circulated to Service Delivery managers for comment throughout February and March. Proposals focused on how best to integrate our Response, Protection and Prevention strategies and how they will best link to tangible performance measures over the next 3-5 years.
- It was decided that there is a need for three separate strategies to cover each element of Service Delivery, but the strategies should be aligned and integrated in a way that ensures they complement each other. The strategies must have synergy with the People Strategy and success criteria and performance measures should link to Viper to enable effective monitoring and improvement.
- The National Framework for fire & rescue services was published in May 2018 which was a further opportunity to enhance the proposal to ensure the Authority delivers to refreshed Government expectations.
- The Response, Prevention and Protection strategies are being developed and refined concurrently and will be presented to the Authority together.
- Version 0.5 of the Response Strategy has completed a phase of internal consultation ahead of further engagement with external stakeholders, further refinement and presentation to the Authority in October 2018

Consultation to date

- The internal consultation on version 0.5 took place between June 13th and July 30th
- Initially the document was sent to employee representatives and the Leadership Group for comment between June 13th and July 4th.
- The draft was presented to the Joint Consultation Forum on June 29th
- Wider consultation to all employees took place between 30th June and July 30th

Next steps

- Version 0.6 will consider all the feedback received within the feedback table below.
- The Response, Prevention and Protection strategies will be released for consultation to our partners through the Local Resilience Forum throughout late August and early September.
- The strategy will be ready for lead Member engagement throughout September and into October.
- A draft version will be submitted to the Business Transformation Board in early September, with the final draft submitted to Strategic Management Board in late September.
- The final version will be presented to the Fire Authority in October
- Once the strategy is finalised and approved work will commence to develop a "front end" strategy which is public facing via the Service website.

Feedback table

Section	Consultation feedback	Response to comment
Legislative background	Add Policing and Crime Act - Duty to collaborate	Noted. Will add reference to this section
Our aim is to be an outstanding FRS	Consider adding “we will attract and retain the best staff and develop and train staff”	Noted. These appear within the People Strategy, but there is an opportunity to reference this here too. Added to objective.
Our aim is to deliver a first class emergency response	Consider adding a section on understanding changing demographics and risk changes, and how these will be monitored to address emerging/changing risks	Noted. Added to the objective
Maintain a continual state of operational readiness	are we going to link in the response and resilience model to the strategy at all?	Noted. The objective is now enhanced to read- We will establish and embed a resourcing model which ensures a flexible and resilient response to the wide range of incidents we attend
General	Is this strategy aimed at an internal audience only or will it be published on the website?	Both. There will be a public facing element of this strategy and it will influence the direction of Service Delivery over the next 3-5 years
Principles	respecting people’s right to privacy and protecting any personal information we hold.	Noted. Added to the principles section
Measuring success	Change to “The performance of our response strategy’s aims will be continually measured on the following criteria:”	Noted. Amended section
Legislative background	Add 2004 to FRS act	Noted. Amended section
We will maintain a continual state of operational readiness- The Challenge	Add some commentary around the reductions in incidents in Bucks.	Noted. This is now reflected in the narrative.
What we will do Our aim is to make the best use of our resources.	Remove intraoperability	Noted, however this is specifically referenced in the National Framework for fire & rescue services, so needs to be within our strategy. Intraoperability and interoperability will remain within the strategy as the national framework recognises them as different things..
What we will do Our aim is to make the best use of our resources	Consider reword- In partnership with other agencies, we will ensure we are able to provide a proportionate response to the threat of terrorism within our area .	Noted. Amended objective. Although suggest amend proportionate to multi-agency

What we will do Our aim is to make the best use of our resources	We will provide the best operational equipment and vehicles and the best training , validation and assessment to our employees- Subjective	Noted- Amend section to be less subjective.
We will deliver a highly effective emergency response The Challenge	This reads as a lift from another document and some of the tense is no longer in the first person.	Noted. Amended narrative
We will deliver a highly effective emergency response The Challenge	Amend TVFC- Remove centre	Noted. Removed
We will demonstrate openness, transparency and be a learning organisation The Challenge	And efficiency	Noted. Added
We will deliver Best Value to the public The Challenge	I agree, however suggest a different form of words from “a key driver”	Noted. Section amended
Our Principles	Is this an opportunity to align the Service policy statements and information on the I:Drive? Statement of principles The Authority will aim to; <ul style="list-style-type: none"> • Ensure that all employees are aware of the vision, values and behaviours expected within the workplace • Improve the Authority’s performance through building the skills of a diverse workforce that reflect the community • Ensure employees have an understanding of how the Service operates, in order to be as effective as possible within their role 	Noted. Previous wording is taken from Authorities Values. Section on values amended and added a section on the Authority’s Principles.
Our Priorities	need to succeed in ensuring these risks <i>are assessed and managed</i> in the most effective, efficient and safest way.	Noted section amended.
Framework	Add in England to vision	Noted. Amended framework

Framework	Reinvigorate the On Call: Resilience and BC: Send the quickest emergency response: Consider slight re wording of the above	
What we will do Our aim is to make the best use of our resources.	We will establish a resourcing model which is fit for the future- Add flexible to meet risk and demand	Noted. Added to objective
What we will do Our aim is to make the best use of our resources.	We will provide the best operational equipment and vehicles and the best training, validation and assessment to our employees- use quality and effective?	Noted. Amended objective to be less subjective
We will deliver a highly effective emergency response The Challenge	our Thames Valley colleagues in Oxfordshire and Royal Berkshire .- Add FRS	Noted. Added.
What we will do Our aim is to deliver a highly efficient, effective and resilient fire and rescue service	We will replace our old fire engines – change to appliances	Noted. Amended.
General	Which other strategies align to this one and are they being reviewed?	Yes. The Prevention and Protection strategies are being reviewed concurrently. The People Strategy is also being reviewed.
What we will do Our aim is to make the best use of our resources.	“We will make” is more positive. Remove we will from bullet points, add to the top	Noted. Amended.
We will maintain a continual state of operational readiness The Challenge	So we need to ensure we have the right people with the right skills and resources. Add right skills, pay and right place	Noted. Amended narrative although did not add reference to pay
General	Change to TVFC throughout	Noted. Amended to TVFCS
General	Lots of ensures throughout document	Noted. Rebalanced wording. Reduced reference to “ensure” from 15 to 9 references
We will demonstrate openness, transparency and be a learning organisation	Change people to public	Noted. Amended

<p>We will deliver Best Value to the public The Challenge</p>	<p>Change has been to is</p>	<p>Noted. Amended narrative.</p>
<p>What we will do Our aim is to deliver a highly efficient, effective and resilient fire and rescue service</p>	<p>☐ We will develop our tactics in response to the changing operational environment. What does this mean?</p>	<p>Noted. Clarified by amending to- Develop our equipment, procedures, guidance and tactics in response to the changing operational environment</p>
<p>General</p>	<p>For consideration, I feel that the strategy might also benefit from reference to the following essential areas of work;</p> <ul style="list-style-type: none"> • Scoping risks locally, regionally and nationally through a collaborative approach • Alignment of response policies, procedures and guidance to satisfy national best practice • Efficient response to promote effective recovery for individuals and communities affected by emergencies • Communications – warn and inform; working with partners to keep communities informed of ongoing incidents and precautions to be taken • Resilience – working with other agencies and other Fire & Rescue services, to provide a resilient service provision • Continual learning and development through engagement with National Operational Learning 	<p>Noted. These have been considered and added to the strategy if not covered already.</p>