



North Wales Fire and Rescue Authority

Draft Community Risk Management Implementation Plan

Consultation Report 2025 – 2026



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 Service 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 second annual plan (Community Risk Management Implementation Plan 2025-2026) which will contribute to the five-year CRMP 2024-29.

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

Between the 21 October and 16 December 2024, the draft Community Risk Management Implementation Plan 2025-26 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, and there was a specific question about the EqIA in the survey questionnaire.

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 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, thereby demonstrating due regard from a legal perspective.

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 **279** responses during the eight-week period, of which **277** were completed in English and **2** were completed in Welsh. Although only two Welsh questionnaires were submitted online, around 50 questionnaires were completed by the Equality, Diversity and Inclusion Officer on behalf of people who spoke Welsh as a first language in the focus groups.

Observations

The response levels were 25% higher (223 to 279) than the 2024-25 public consultation, although fewer respondents (7 down from 48) declared they were members of NWFRS staff.

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, 114, especially around, Equality, Diversity and Inclusion, Water Safety and Education Activities with Young People.

There is continued strong support for Safe and Well Checks, but activity in relation to Business Safety, Our Protection Principle, appears less well understood.

There was generally greater support for Our Environmental Principle compared to the 2024-25 consultation, with support up from 91% to 97%.

Concerns relating to firefighter cover in rural areas were expressed, particularly in relation to South Gwynedd, and a lack of appreciation of how many communities are served by firefighters on the Retained Duty System, with Buckley featuring in particular.

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 2025-26.

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 17 March 2025.

Responses at a Glance

Community Risk Management Plan Consultation Summary Report



| | | | |
|--|--|------------------------------|----------------------------|
| Total number of responses <h1>279</h1> | Total responses from staff <h1>7 (3%)</h1> | Anglesey 11 (4%) | Flintshire 86 (31%) |
| | | Conwy 17 (6%) | Gwynedd 78 (28%) |
| | | Denbighshire 42 (16%) | Wrexham 45 (16%) |

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

People **99**
 Prevention **114**
 Protection **79**
 Response **99**
 Environment **58**

Summary of responses to 'Our Principles'

| | | | |
|--|---|--------------|--|
| | Our People Principle Being in the right place, at the right time, with the right skills. | <h1>96%</h1> | of responses received 'strongly' or 'somewhat agreed' with this principle. |
| | Our Prevention Principle Working with partners to help make communities safer. | <h1>99%</h1> | of responses received 'strongly' or 'somewhat agreed' with this principle. |
| | Our Protection Principle Making businesses safer together. | <h1>95%</h1> | of responses received 'strongly' or 'somewhat agreed' with this principle. |
| | Our Response Principle Providing an effective emergency response. | <h1>96%</h1> | of responses received 'strongly' or 'somewhat agreed' with this principle. |
| | Our Environment Principle Protecting and preserving our natural environment for future generations. | <h1>97%</h1> | of responses received 'strongly' or 'somewhat agreed' with this principle. |

| | | | |
|--|----------------------------------|--|---|
| | Reactions <h1>101</h1> | Shares <h1>18</h1> | Website visitors to relevant pages <h1>4796</h1> |
| Social media reach <h1>40,226</h1> | Comments <h1>2</h1> | Social media posts published <h1>33</h1> | |

| | | |
|------------------------|---|---|
| Email Bulletins | English bulletin: 1573 delivered 26% unique openings | Welsh bulletin: 1340 delivered 26% unique openings |
|------------------------|---|---|

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:

| Breakdown by Response | | | | |
|----------------------------------|-----|-----|-----|--|
| <input checked="" type="radio"/> | Yes | 102 | 37% | |
| <input type="radio"/> | No | 177 | 63% | |

A total of 103 additional comments for this question were received. (See Appendix A)

Question 2: Summary

- Responses received highlighted concerns with the availability of fire fighters, especially in certain areas.
- Concerns surrounding tourism and the affects this has on local areas; increase in the number of people and vehicles on local roads.
- Providing education on water safety and how to prevent injury on or around water, specifically with younger people and those from ethnic minority backgrounds.

Narrative Response

Whilst almost two thirds of respondents agreed that the CRMP had identified the most relevant community risks, more than a third identified other risks. However, the majority of the issues raised are either mitigated by site specific plans or major incident preparedness or simply outside the scope of the fire service. Examples of such risk will be of interest to Fire and Rescue Authority Members in their capacity as County Councillors, for example:

- Improving the mobile phone signals in rural areas.
- The introduction of the 20MPH speed limit.
- Road / highway maintenance with particular regard to potholes, and excessive mud on roads.
- Inappropriate use of e-bikes.


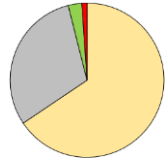





SPOTLIGHT ON 'OUR PEOPLE PRINCIPLE'

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:

| To what level do you agree our objectives support this principle? | | | | |
|---|-------------------|-----|-----|---|
|  | Strongly Agree | 183 | 66% |  |
|  | Somewhat Agree | 85 | 30% | |
|  | Somewhat Disagree | 8 | 3% | |
|  | Strongly Disagree | 3 | 1% | |

A total of 99 additional comments for this principle were received. (See Appendix B)

Question 4: Summary

- Look to increase the diversity within the current workforce, which will ultimately benefit local communities; increasing the number of underrepresented groups.
- As well as English and Welsh languages, look to improve regular use of other languages, including Polish, British Sign Language.
- Look to make improvements to the recruitment process. Consider removing entry boundaries such as GCSE requirements and having to have a full driving licence.
- Work with partners during recruitment campaigns to increase the pool of applicants who may consider applying.
- To continue and improve on our engagement activities with young people, especially when undertaking periods of firefighter recruitment.
- Look to increase the visibility of staff at fire stations, which will enhance the fire service presence within local communities.
- Concern about thoughts of suicide and experience of poor mental health at work amongst firefighters.

Narrative Response

96% of respondents 'Strongly' or 'Somewhat Agreed' that the proposed objectives would support Our People Principle.

The Equality, Diversity and Inclusion Committee consider all aspects of diversity in reviewing recruitment and retention rates on a quarterly basis.

Ways to encourage members of our communities to apply for part time, day time or whole-time fire fighter roles are kept under constant review.

A Mental Health paper will be presented at next Health Safety and Wellbeing meeting and access to specialised counselling via the national suicide hotline was introduced last year with 24/7 access.

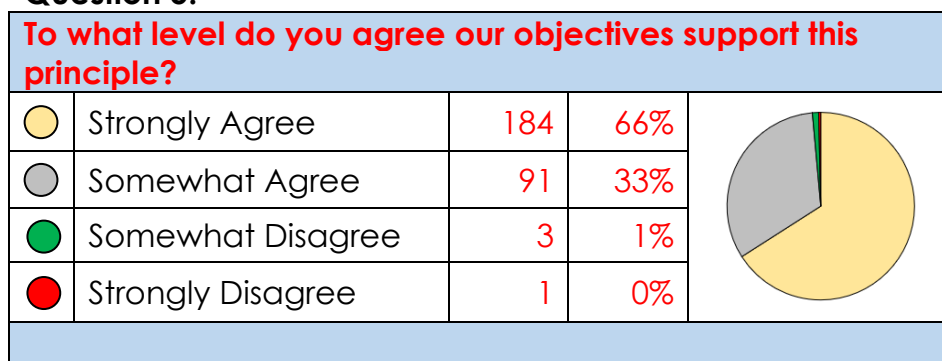


SPOTLIGHT ON 'OUR PREVENTION PRINCIPLE'

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

Question 6: Summary

- Continued approval of the Safe and Well Check programme; and the installation of fire alarms.
- Employ people who can speak languages other than Welsh and English, as diversity expands within communities.
- Increase staff awareness of mental health conditions, such as autism and dementia.
- Concerns raised around water safety, especially after the loss of life during the recent storms in Conwy.
- Increase engagement with students and carry out checks on student accommodation.
- Promote safety of electric vehicles, including mobility scooters.

Narrative Response

99% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Prevention Principle.

The use of Exeter data (Health Service data about people over 65) and partner agency referrals enable a more targeted approach to Safe and Well Checks.

There is a programme of proactive engagement with other vulnerable groups and at high risk locations such as [Biker Down](#), [Operation Ugain](#) (roadside engagement with drivers regarding the introduction of 20mph speed limits) and [water safety initiatives](#).

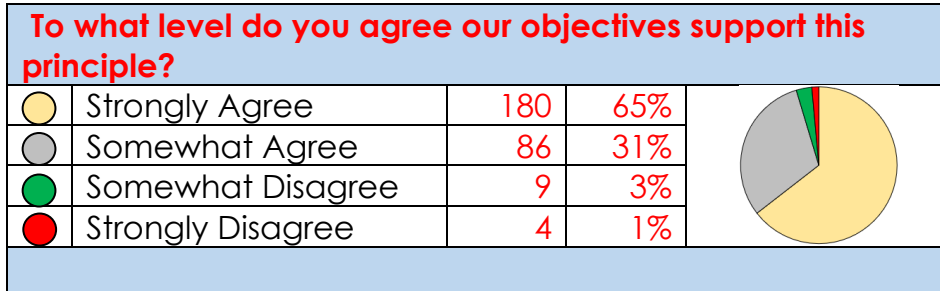


SPOTLIGHT ON 'OUR PROTECTION PRINCIPLE'

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

Question 8: Summary

- To check on properties with narrow or restricted access, which may hinder the safe escape in the event of an emergency.
- To focus on rented properties and landlords who rent out properties that are below standard.
- Identify unsafe buildings and carry out an inspection regime on them.
- To focus on specific business types, such as care homes.
- Supermarkets being too crowded: not only causes difficulty for people with mobility problems, but could be an escape risk should an emergency incident occur.

Narrative Response

96% of respondents 'Strongly' or 'Somewhat Agreed' that the proposed objectives would support Our Protection Principle.

We will develop business fire safety training to our business fire safety staff and to operational firefighters to support firefighter safety and improve technical awareness.

We will continue to deliver an intelligence led Risk Based Inspection Programme (RBIP) to reduce injury and death from fires in domestic and non-domestic premises.

We will work to develop business engagement through training our officers and share industry advice to reduce incidents of fire. We will work to understand the impact of automatic fire alarms on the use of our resources and their impact in a non-domestic environment.

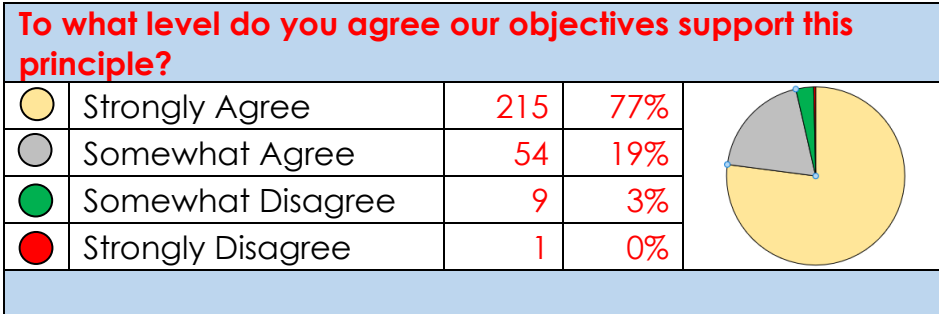


SPOTLIGHT ON 'OUR RESPONSE PRINCIPLE'

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

Question 10: Summary

- Concern around the availability of firefighters to attend emergency incidents.
- Comments about the recruitment of firefighters.
- Comments about traffic concerns, including the reduced speed limit, potholes and mud on the road.
- The ability to respond quickly to alternative properties, such as canal boats.

Narrative Response

96% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Response Principle.

- We work closely with our Fire and Rescue colleagues 'over the border' to ensure that we provide a reciprocal arrangement whereby the best available station / appliance will attend. However, station location outside of our own Service area, is for the owning Fire Authority to review and determine.
- Improving mobile phone signals in rural communities. The emergency 999 number should be available regardless of the individual phone provider.

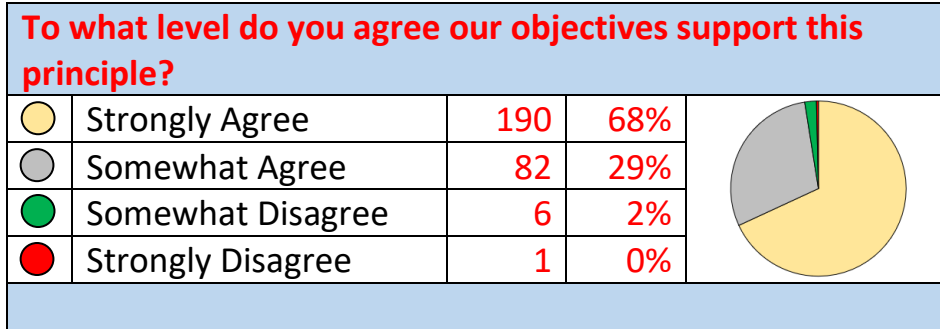


SPOTLIGHT ON 'OUR ENVIRONMENT PRINCIPLE'

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

Question 12: Summary:

- Look at introducing electrical vehicles into the Service.
- Look at using HVO fuel and recycling processes.
- Look at alternative fuel sources, such as solar and wind farms.

Narrative Response

97% of respondents Strongly or Somewhat Agreed that the proposed objectives would support Our Environment Principle.

Many of the suggestions feature as part of the Fire and Rescue Authority's Environmental Strategy and featured as objectives in the CRMP 2024-29.

With regard to suggestions that the Service switch to electric fire appliances, national developments in this area are under active surveillance and it is anticipated such vehicles will form a significant part of our future fleet. However, following a financial and technical appraisal of currently available market options, the decision has been taken not to pursue this option before at least 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 87 additional comments for this principle were received. (See Appendix G)

Question 13: Summary

- Carry out more fire safety audits on commercial properties.
- Road Safety.
- Review of fire stations locations and duty systems.
- Increasing mental health awareness throughout the Service.

Narrative Response

The Service operate a Risk Based Inspection Programme in respect of business premises.

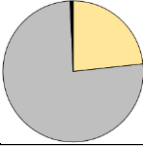
Partnership working in relation to road safety is well-established ([Biker Down](#), [Olivia's Story](#), [Operation Ugain](#)) and there are resources dedicated to delivering road safety initiatives.

The Emergency Cover Review continues its work to explore appropriate and proportionate solutions to the need to respond to fires and other emergencies across North Wales.

A Mental Health paper will be presented at next Health Safety and Wellbeing meeting and access to specialised counselling via the national suicide hotline was introduced last year with 24/7 access.

Equality Issues

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

| Breakdown by Response | | | | |
|-----------------------|----------------|-----|-----|---|
| <input type="radio"/> | Yes | 65 | 23% |  |
| <input type="radio"/> | No | 212 | 76% | |
| <input type="radio"/> | Did not answer | 2 | 1% | |

- A number of respondents referred to our Service needing to improve its communication with ethnic minority groups and people with sensory disabilities (i.e. British Sign Language), both in terms of community engagement and translation/interpretation of fire safety advice and other key information.
- Some respondents referred to growing concerns for people that experience adverse mental health, who felt this group of people are at an increased risk of fire and emergencies based on their protected characteristics, but also other factors such as domestic abuse, poverty and homelessness.
- A number of respondents referred to older people and the ageing population in North Wales, but also a general feeling that people are living longer, but not necessarily healthier. In summary, respondents view older people as the most 'at risk' group of people in the region in terms of fire and other emergencies.

Narrative Response

Regular detailed analysis is undertaken in relation to Accidental Dwelling Fires to ensure that the profile of occupants, property type and causation factors are clearly understood and prevention activities are matched to that profile.

Older people, particularly those who live alone and may have physical or mental health issues are currently the most vulnerable to fire in their own home and the focus of Safe and Well Checks by dedicated Community Safety staff and Watches.

Additional Information

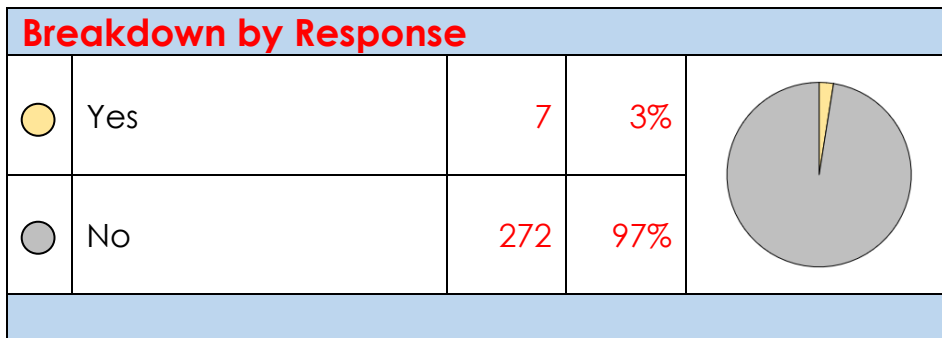
Providing a response to the following questions was optional.

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.

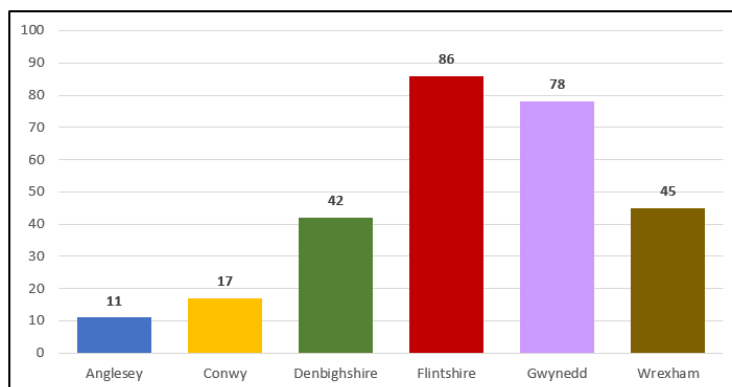
Summary of just some of the local groups that responded.

- Autism Wales
- Bangor University
- Dementia Groups
- Red Cross
- Unique Transgender
- Vale of Clwyd Mind

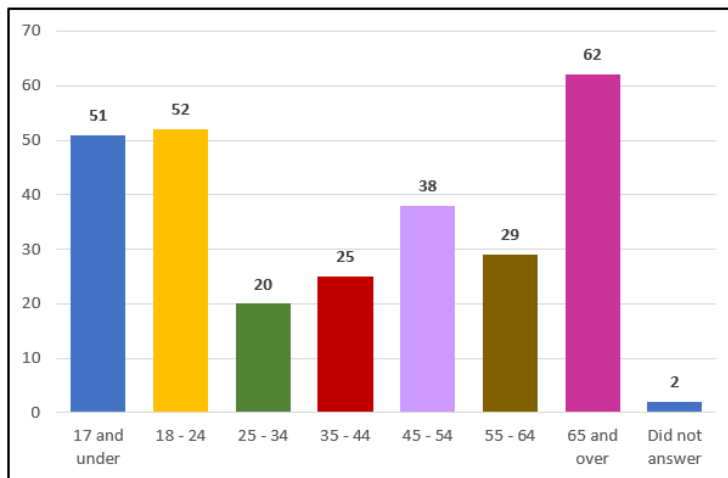
Question 17: Are you an employee of North Wales Fire and Rescue Service?







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



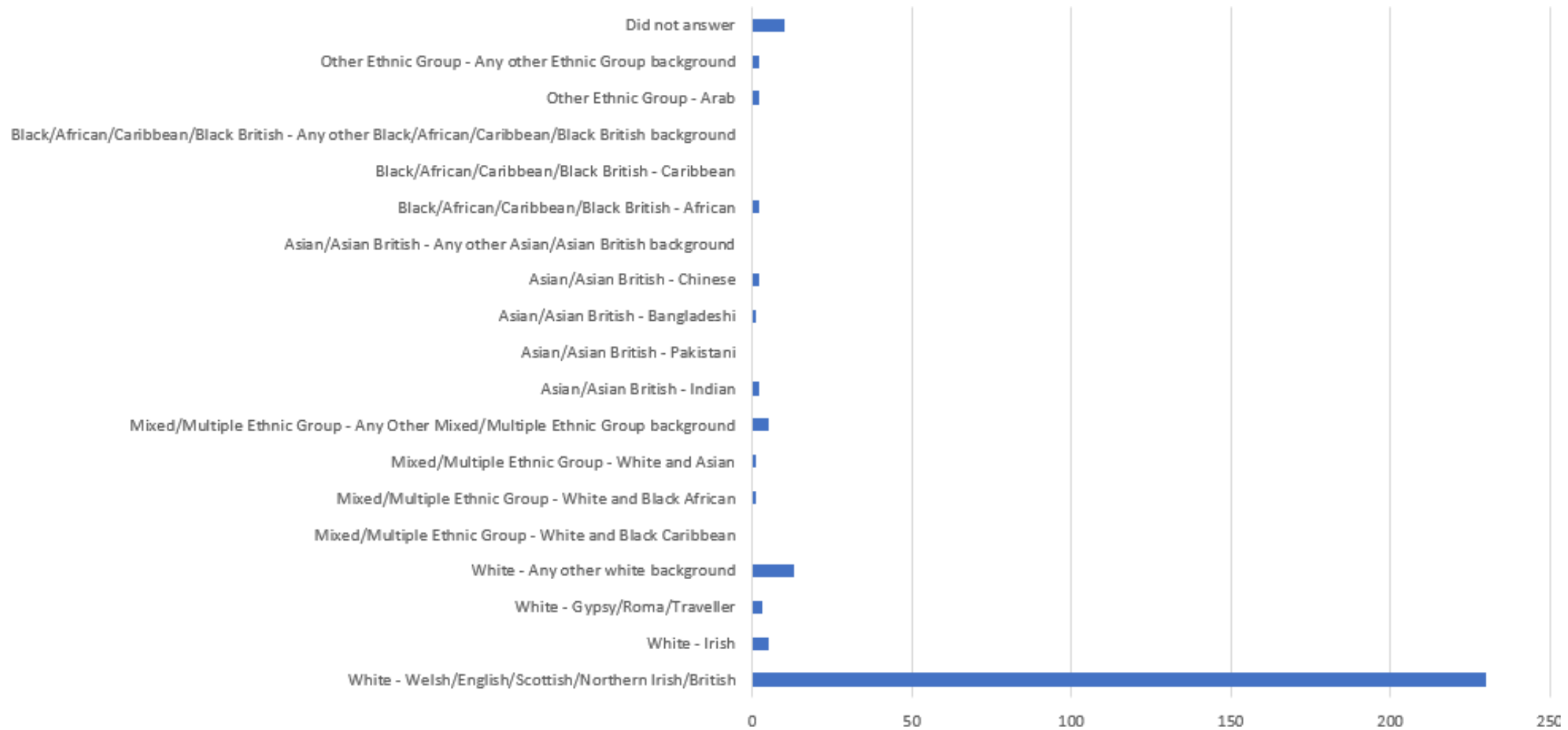
Question 19: Which age group are you?



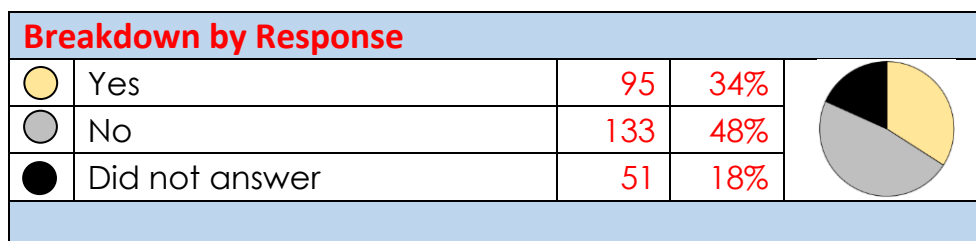
Question 20: Gender – how do you identify?

| Breakdown by Response | | | | |
|---|----------------|-----|-----|--|
|  | Male | 147 | 53% | |
|  | Female | 120 | 43% | |
|  | Other | 4 | 1% | |
|  | Did not answer | 8 | 3% | |

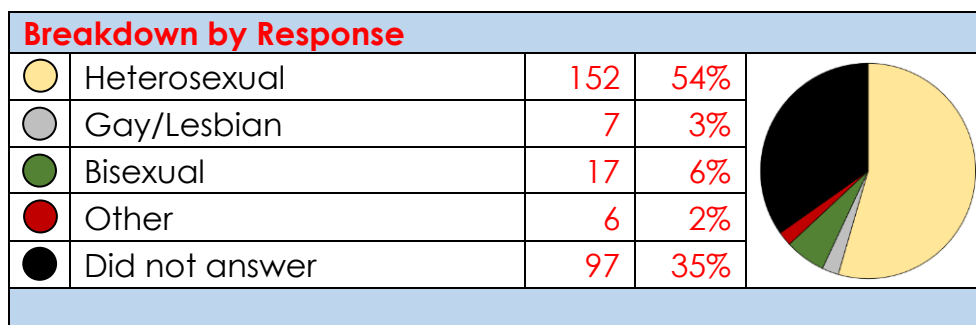
Question 21 and 22: Race/Ethnicity - which of the following best describes you?



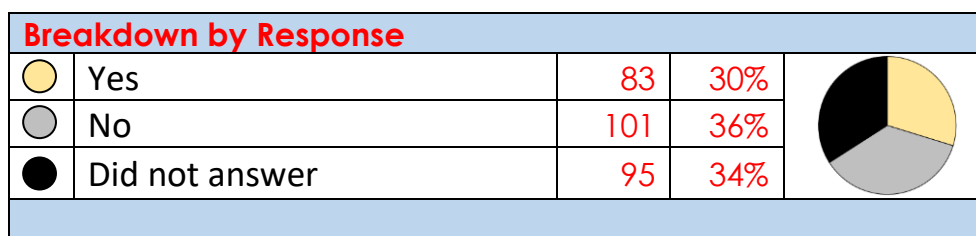
Question 23 and 24: Disability - are you disabled or have a long-term health condition?



Question 25: Sexual Orientation



Question 26 and 27: Religion and/or Belief - do you affiliate with any particular religion, faith or belief system?



Social Media Responses and Comments (See Appendix H)

Posts promoting taking part in the consultation were posted on Facebook and Twitter throughout the consultation period as well as videos from staff explaining how to take part. Paid adverts were also created on Facebook and Instagram targeting public across North Wales encouraging them to take part in the consultation.

Appendix A

| Ref | OTHER RISKS – ADDITIONAL COMMENTS |
|-----|---|
| 1 | More focus should be placed on the identification of self-catering holiday let accommodation because there are properties out there being used as such but are yet to be identified. Once identified they should be subjected to appropriate audit activity with appropriate response if found to be inadequate. |
| 2 | Wrexham increasing in size and population. |
| 3 | You need to include a section or at least a bullet point about prioritising employee health and well-being. In the Prevention Principle the words "Promote Well-being" are mentioned and that's all. I would like there to be some detail about who this refers to. Employees who are fit and healthy are less likely to book sick, be more productive and operational firefighters will be able to carry out their duties better. We shouldn't be aiming for the minimum levels, mention that we want a service full of healthy employees who are well equipped to carry out their role. Otherwise you will have to wait another 5 years to add it to a Corporate Plan. Set that service for the future, don't ignore it now. Please just add some text to reflect these details in the People Principle. If the Corporate Health Award comes back in the future this CRMP makes no reference to the health of employees or the general public, it would be a shame for the sake of a couple of sentences. Prioritise health and well-being please. |
| 4 | <p>1. The Firefighters' Wellbeing & Inclusivity Crisis: Mind Cymru state that 37% of firefighters have considered suicide, and 85% have experienced poor mental health at work. The cultural reviews of London, Avon, GMC, South Wales, West Midlands and East Sussex Fire Services all concur with the bleak national cultural picture painted by Her Majesty's Inspectorate. Despite these concerns, Fire and Rescue Services have not yet formally integrated mental health, wellbeing and inclusivity education or activities into the working day. A proposal currently rests with the NWFRS Health, Safety and Wellbeing Committee to create a WEDI Hour (Wellbeing, Equality, Diversity and Inclusivity Hour) to create an hour per dayshift where EDI education, mental health education, and time to practice wellbeing activities can take place. Building such support systems into the daily routine would help firefighters address both their wellbeing, foster an inclusive workplace where all staff feel authentically supported, and offer NWFRS the chance to set a national example.</p> <p>2. Aging Infrastructure Obstructing Inclusivity Efforts The aging infrastructure within NWFRS presents risks beyond the physical state of equipment and facilities. As efforts continue to diversify our workforce, most NSWFRS stations currently do not provide changing or shower facilities for non-binary staff, who are forced to choose a gendered space, potentially alienating and marginalising them. As time goes on, this could significantly impede recruitment and retention efforts via word-of-mouth reputational damage, undermining the Service's aims of a more diverse and inclusive workplace.</p> <p>3. Increased Strain on Resources Due to Societal Changes: North Wales, like much of the UK, faces an aging population and a growing number of single-person households. As this demographic trend continues, the demands for Safe and Well Checks, emergency response and other welfare services are likely to rise. Failing to anticipate and prepare for this increased demand could strain already limited resources, particularly in rural areas, where responses are slower, and crews are stretched.</p> |

| | |
|----|---|
| | <p>4. Sustainability of the Retained Duty System: The RDS system, encouraged by the Bain Report in 2003, is 20 years later becoming increasingly viewed as outdated. With modern work patterns, fewer individuals live or work close enough, leading to a significantly reduced pool of potential recruits, as well as additional recruitment and retention challenges. By this token, CFO Roger Thomas has stated that the RDS system is 'unsustainable' in its current form. These pressures, if left unaddressed, could compromise emergency cover, particularly in rural or low-population areas where finding recruits is already challenging. Without significant reform, the RDS model risks becoming a barrier to ensuring timely and effective response across the region.</p> <p>5. Cybersecurity Threats: As NWFRS becomes more reliant on technology for its operations, it becomes more at-risk of cyber-attack. Public sector bodies, including the NHS, Police, and local councils, have already faced major disruptions due to cyberattacks. Hackney Borough Council, Redcar and Cleveland Council, the Scottish Environmental Protection Agency and South Staffordshire Water have all experienced significant and expensive service disruption and recovery. A similar incident could disrupt NWFRS' ability to respond to emergencies, posing a serious risk to public safety and business continuity.</p> |
| 5 | Ensuring local businesses are giving their staff fire warden training and basic fire safety advice. |
| 6 | Children playing in the road and crossing the road without looking. Children being hazards, even when they are with their parents, which indicates parents need educating. |
| 7 | You said you [the Service] have an EDI Strategy, but do you include the increasing number of autistic people in society and specific risk to this group of people? |
| 8 | Impact of cost of living, emerging risks with technology and climate change. |
| 9 | I feel you face a challenge educating and receiving feedback from some community groups. To grasp the risks to some groups, you need to ask them and this is an ongoing challenge for us at the council too. There is an opportunity to promote Dangerpoint who run education sessions for children. |
| 10 | Fly tipping is a huge issue. Blocking roads hazard. Arson fire risk. Fly tipping in Ivy Street, Penrhyn Road and road just off station road in Colwyn Bay. |
| 11 | E-bikes a problem in Rhyl. Kids on paths (on bikes) in Rhyl. |
| 12 | E-scooters are also a problem in Rhyl. You see e-scooters everyway in Kinmel Bay and Rhyl front. Mobility scooters on roads are not safe. Some [mobility scooters] are not licenced to go on the road. |
| 13 | E-bikes and E-scooters are seen in Denbigh, but doesn't seem to be an issue in surrounding villages. |
| 14 | Any electrical bikes, scooters and cars are a huge concern to us [x5 people in the focus group]. |
| 15 | Make refugees and asylum seekers aware of fire detection/alarms. Use Red Cross to connect with us. |
| 16 | Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim. |
| 17 | Students drunk is always a concern, especially for freshers and those who haven't lived away from home before. The university do lots of awareness work and education, but it may be in your interest to promote safety concerning walking out in the road and falling in to water. Share any information with the student union. |

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| 18 | Currently HMO's licences are issued by the local authorities without the need to see fire risk assessments. There is a gap and some landlords can clearly get away with having substandard fire safety measures until something clearly goes wrong. |
| 19 | Water safety risks in Bangor. Tide can turn quickly. Recreation activities present risks, friends had a close encounter with death when they hired canoe last year. |
| 20 | Many black people can't swim so drowning is more likely. |
| 21 | Drowning risks to young men, especially black people. |
| 22 | Fireworks is an obvious one. |
| 23 | Random fireworks being set off. |
| 24 | It would be useful to have links to some of the information you have listed in your plan [Fire Family Survey 2023]. |
| 25 | Although no specific risks identified, consider international students. |
| 26 | [Included in the prevention section to avoid duplication]. |
| 27 | Off road motorbikes. |
| 28 | [NWFRS] Competing with the army, RAF etc. [Other recruiters]. |
| 29 | Increasing concerns of knife crime. Could firefighters be part of the solution in providing emergency and lifesaving response, especially in urban areas where incidents are more likely. |
| 30 | Provide training and regular briefings for care homes. |
| 31 | Helping people who have fallen over. Like today [In reference to the adverse weather, icy & snow]. |
| 32 | Climate change and adverse weather. |
| 33 | Increasing traffic on A55 creates more work [for fire service]. |
| 34 | Drowning in river Dee and quarries. |
| 35 | More fulltime jobs needed. More attention needed in 'quieter' areas. 24/7 availability needed. |
| 36 | Do more talks in schools, especially high schools on basic tips in fire health and safety. |
| 37 | Traffic congestion caused by Menai Bridge being closed. Traffic and road works are a regular occurrence causing carnage on roads and delays. |
| 38 | Poor phone signal in Barmouth. I'm on Vodaphone now which are better but still areas that ringing for fire brigade would not be possible. |
| 39 | I always wonder if fire crews are trained to deal with potential accident on single line training track for situations where two trains collide. |
| 40 | Really poor access in and out of buildings, business, shops. People would get hurt trying to escape the shop. The Hillman and other shops on Harbour Lane are dangerous. Steps and narrow spaces insides. |
| 41 | Recruiting and retaining older people and people changing career in later life. This group of people often reside in so called retirement locations Barmouth, Harlech, Llandudno and they could address your recruitment needs in specific areas Llandudno. |
| 42 | Standard fire engine not enough for high buildings in area. |
| 43 | Extreme weather conditions. |
| 44 | Mental health of the nation and people feeling isolated and lonely. |
| 45 | local businesses that operate unsafe practices. Unsafe ratios of staff in confined spaces. No first aiders in teams. teams with no fire warden training. |

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| 46 | Car parking causing access issues. Specific areas of concerns are Rhyl town city in summer, Howard Drive and all streets nearby. Never get fire engine down the streets some days. |
| 47 | Tourists and increase risk to coastal areas during the summer months. People in sea that can't swim, extra cars, people walking on paths without consideration for other people who are elderly or disabled. People drunk, holiday makers on caravans' parks, campers setting fires outside designated areas. Fisherman taking risks out on wet sand [estuary] when the sea is coming in fast. Drowning only a few weeks ago in Conwy, water catches people out. |
| 48 | Issues in supermarkets, no staff, no help and I worry if something went wrong [heart attack, fire etc]. |
| 49 | I have huge concerns about barriers, limited space and one-way systems in supermarkets. You can't find staff in supermarkets to help, so it would be concerning if there was an emergency. I will list further concerns in the protection section. |
| 50 | Supermarkets for many reasons. Busy car parks, not enough disabled parking spaces. Poor lay out in supermarkets mean escaping the building is challenging for older people. No staff in supermarkets to assist disabled people and older people. All self-serve and no staff. |
| 51 | Cars speeding on Sandy Lane, no 20mph. Children broken the bus shelter, people don't feel safe at night, people catch the bus up the road [to avoid children], but it's on a nasty corner, not safe! Broken glass on road [from broken bus shelter], not been cleared up, could cut tyres and cause accident. |
| 52 | Shops are very busy on coast. Llandudno. Busy roads. Everyone seems to be rushing around. |
| 53 | Possible terrorist / politically motivated action. I'm sure this is included but I couldn't see it in the documentation. |
| 54 | Access for wheelchair users, lack of disabled parking for disability vehicles, accessible taxis and mini bus that bring us to events and activities. Energy crisis, winter fuel payments need increasing, people get cold and won't put heating on! |
| 55 | Deaf alarms and suitable for all parties including them may have sensory issues? Deaf alarms for carbon monoxide. |
| 56 | The number of fulltime firefighters based in, and covering Gwynedd Coastal areas, national park and central areas including Llanberis, Bala, and Corwen. |
| 57 | Excessive mud on roads. |
| 58 | The huge potential for slow responses times in Dolgellau and rural areas. |
| 59 | I feel you should have more emphasis on recruitment and your ability to conduct prevention activity in Dolgellau and other parts of South Gwynedd. |
| 60 | Future recruitment may be impacted because nobody wants to be a firefighter in Dolgellau. |
| 61 | Make the firefighter role more attractive. I know people in the service so I know, other [people] don't have a clue what training you get for example. |
| 62 | As a carer for a person that requires a wide powerchair, Dolgellau is not very accessible and it is a risky place in terms of getting about. Lots of paths blocked by cars and getting into shops is tricky. |
| 63 | Local businesses need to do more to enable people to get in and out of buildings. Coffee events in the library are popular, but often crowded and it's impossible for us to attend [when support a Service user in wide Powerchair] and get past people. |

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| 64 | I have lots of concerns relating to the poor accessibility in/out of buildings [in Porthmadog]. Book shop in town use the excuse of being a 'grade 2 listed' buildings, but this shouldn't stop them providing a ramp for people who are not steady on their feet. |
| 65 | Extreme weather dry and wet. |
| 66 | Better engagement (open days would be good). I didn't know you already have open days, never heard about them or been invited! |
| 67 | People walking whilst using their phone is a big risk because they walk into other people, walk across the road without looking and some wear headphones and don't take care of their surroundings - huge hazard. Dog walkers on extended leads are not in control. Dogs are a risk near roads and for public safety. Slips, trips and falls in icy weather. Paths not gritted anymore. Food items made with flimsy material, not good for older people and those living with dementia. For example, milk tops are clear (Used to red, blue or green), people with dementia can't tell if the lid is on and spill the milk on floor causing slips hazard. Issue for people living alone if they fall and alone for hours. Many more examples like this. |
| 68 | Poor signage in public and in town centres to help navigate my way around. Sometimes I forget [living with Dementia]. |
| 69 | More people [that live alone] should have welfare call installed because it only costs a few quid each month and it really is a life line if you need help. |
| 70 | Risks concerning speeding and fast driving through Bala. |
| 71 | Gender equality. |
| 72 | Motor bikes and cars. The volume of traffic, but the high speed going through the town, up past the school [towards Porthmadog] and out past the lake. |
| 73 | Review the 5 minutes response time could open recruitment to people like me who live the other side of the lake. |
| 74 | The ongoing challenges for the fire service to work develop strategic partnerships with local employers that are able to release their staff to response as on-call firefighters is no-longer viable. |
| 75 | ASB amongst children and young adults. Arson threats and attacks. E-bikes and e-scooters are a huge problem. |
| 76 | There is not a lot of service provision in Tywyn (Police, fire or paramedics) and response times can be slow. |
| 77 | This looks like a good plan. |
| 78 | Risks at large scale events in the region to reduce potential harm. |
| 79 | I believe that the plan is very good. |
| 80 | Mobile phone signal not very good [in Barmouth]. Currently using Vodaphone, but family members tell me other providers are not good either. |
| 81 | You are likely to miss out on recruiting talented people if you apply entry requirements that exclude children that don't achieve specific GCSE's results. Some children have a challenging childhood and they should not be judged on these experiences they have to experience. |

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| 82 | As CEO of a charity that provides support for girls and women, there are several risks that you could consider. Girls and women are disproportionately impacted by domestic abuse/violence, homelessness, life changing distribution caused by short term prison sentences, unemployment in male dominated organisations (especially when they don't have a fixed address, criminal records, childcare responsibilities etc.). |
| 83 | Your plan has no consideration for paid carers and people that are unpaid fulltime carers for family members that are often very poorly, living with health condition and disability. This is a disadvantaged group of people that should be considered, especially in your prevention work. |
| 84 | I know there is reference to the Welsh language in the CRMP, but over the years welsh language has been very much a token gesture and it should be a priority. I see you have produced the CRMP in welsh which is fantastic, but this same commitment needs to go across everything you do. |
| 85 | More focus on ethnic minority groups and refugees who arrive in North Wales. The needs and risks often differ in terms of lived experiences which is often traumatic and complex. Their cultural practices are different so behaviours differ and their interaction with government officials [Civil & public services] are sometimes negative, so it will take time to get to know some of them, especially if you want them to work for you and communicate the work that you do. |
| 86 | Road safety, flooding, potholes and mud on roads. |
| 87 | Lack of fire cover parts of Wrexham, particularly the old little Flintshire patch from Ruabon out as far as Bronington. |
| 88 | Continuation of the emergency cover review. More cover in certain areas. Review needed so community members know what's happening. |
| 89 | Animal rescue. |
| 90 | Tourists and holiday makers. Extra people, cars, traffic and everything that comes with drunk people. |
| 91 | Quad bikes on roads, some not road worthy and some don't wear helmets which is not safe. |
| 92 | Public safety in relation to illegal parking on paths. Cars/vans blocking crossings and dropped kerbs are a huge concern in Rhyl and Prestatyn. |
| 93 | People using mobile phones whilst driving continues to be an issue. |
| 94 | More and more people living with poor mental health. This may present additional risks when it comes to your work. |
| 95 | I need to mention how mobile phone signal has not improved for 20 years! |
| 96 | Growing ethnic population and their ability to understand welsh and English. Its great people want to move here [North Wales], but do they know how to access information that helps keep them safe. |
| 97 | Not many people I know have a mobile phone. With hardly any phone boxes around anymore, how can people call for help. Do your staff know about the latest tech and apps. Are you staff using the 'In Case of an Emergency' (ICE) App for example, it provides access to essential medical information that people have consented for emergency service to access via their personal mobile phone. |
| 98 | Hoax calls waste your time and resource. Flooding risk to the coastal area. |
| 99 | People living longer. All risks associated with old age, falls, at some point, most of us will live alone, be isolated. |

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| 100 | The alarming increase in cases of mental health we see in our service [Vale of Clwyd MIND). Majority of people we see don't have mobile phones, so it was right that people brought this up in the focus group earlier this morning. Reduced funding that we received could see a further reduction in our service delivery and less session for people [with mental health] to go and seek support. Without us [our sessions], many people who see their mental health decline rapidly and some people [We support] stay at home and our sessions enable them to socialise, talk and seek advice. |
| 101 | Associated risks with animals escaping from Welsh Mountain Zoo. Big multiple car pile-up in Conwy tunnel. Boats colliding on Liverpool Bay. |
| 102 | Providing emergency response to Ynys Môn if the Menai Bridge and Britannia Bridge out of action. |
| 103 | Increased number of people with adverse mental health that we see [Bright Futures]. As a trustee that help set up the charity here in Wrexham, I have seen a huge increase in the past decade and more and more people being turned away from NHS services which is concerning. This increase surely places a risk on how people are coping and they are more at risk in terms of their personal safety in the home, out in the community (i.e. crossing the road) and more likely to fall into deep depression and experience suicidal thoughts. |

Appendix B

| Ref | OUR PEOPLE PRINCIPLE – ADDITIONAL COMMENTS |
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| 1 | Add in Employee Health and Wellbeing so that they are well equipped to undertake their roles and responsibilities. |
| 2 | If the Health, Safety and Wellbeing Committee were to approve and formalise WEDI Hour (Wellbeing, Equality, Diversity, and Inclusivity), this would provide dedicated time during the working day for staff to focus on mental health and structured inclusivity training. This would be a national first, and foster a healthier and more supportive workplace culture, helping firefighters better manage the demands of their jobs, reducing stress, and promoting inclusivity by raising awareness about diversity issues. The introduction of more inclusive changing facilities, such as non-binary or gender-neutral spaces, would ensure all staff feel respected and accommodated. This would eliminate discomfort or marginalisation for non-binary individuals, supporting the Service's goals to diversify its workforce and create a more inclusive environment where everyone feels safe and valued. Together, these changes would improve retention, boost morale, and enhance operational effectiveness. |
| 3 | I agree more diversity within the workforce will add value and enable our service to deliver inclusive services. One good example is staff completing deaf awareness and basic BSL training. Communicating with our community members is a basic requirement, so bringing in people that have the desire to develop skills that help promote inclusive should remain a priority for 2025-2026 and beyond until the existing CRMP concludes in 2029. |
| 4 | Train your staff on matters concerning cyber security is improvement. |
| 5 | Do you employ Autistic people? How many? If not, why not? |
| 6 | Employing people from across the UK helps to bring in diversity and strengthen local communities. |
| 7 | I understand how Welsh language is important in some areas and not as important in others. You look like you have lots in place to look after your firefighters. |
| 8 | I think more should be done as a result of working from home. People know what to do at work, but they may need more support to work from home. |
| 9 | Eye contact. Cultural considerations when interviewing. Don't judge folk too quickly. Be an inclusive employer and give people a chance. |
| 10 | Recruiting a diverse workforce should be top of this list. You should consider recruitment of LGBT people and don't reject people with mental health conditions. |
| 11 | You [NWFRS] can benefit from recruiting refugees [and those here through the resettlement programme]. Speak multiple languages, life experience, culturally aware, so much to offer. |
| 12 | Promote roles amongst student population, especially 3rd years that will be looking to enter the world of work soon. |
| 13 | Employing talented people is essential so looking after employees should be a priority too. |
| 14 | All seems to make sense. |
| 15 | Diversity agenda is king in it. |
| 16 | Employing people that are willing to learn new language skills should be an essential skill requirement. This is common for government departments in other parts of the world. |
| 17 | Diversity is good. |
| 18 | Strongly Agree. |

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| 19 | It is unclear how your organisation will achieve your plan. How will you deliver a training plan to so many staff? Your organisation has made some huge goals in your plan and to achieve them in one year, really? What is the CREST review? why not include link so people can see, give examples. |
| 20 | I am surprised you don't have a volunteer fire service like most of Europe. Volunteers enhance engagement. Finland model works well, [and particularly well for people from a] bad backgrounds [deprived]. Volunteers programme run after school [and enables] people move into fulltime paid roles. I am autistic, are you [FRS] inclusive? This can help attract and retain staff. |
| 21 | Speak Welsh is important. |
| 22 | Consider entry requirements to vacancies, especially entry roles and junior roles. Don't create unnecessary barriers. |
| 23 | How will you know if you are diverse? Invisible disabilities etc. |
| 24 | Never considered being a fireman. The [Fire] station is never open [Specific reference to Buckley]. |
| 25 | Skilled workforce yes. Not sure Welsh language should be essential in Flintshire. |
| 26 | Not specific detail around how recruiting diverse teams will be achieved. Your plan is not SMART. Champion the diversity of the community, not sure what this means. |
| 27 | Recruit more older people and disabled people. Give people a chance. Tesco's give people a chance [In reference to initiatives they have run to recruit more older people and disabled people]. |
| 28 | Remove barriers. Be mindful of entry requirements and whether they are really needed. GCSE's for example. |
| 29 | I know people in the fire service and the current duty systems don't work. Extend response times [that on-call staff need to respond]. More fulltime firefighters required. Turn some on-call [fire] stations from on-call to fulltime. |
| 30 | Second language [Polish speakers]. |
| 31 | Recruit people who can swim. Rescue from water. |
| 32 | Employ different people. |
| 33 | The CRMIP does mention mental health, maternity pay or other family friend policies that make employers attractive and maximises your ability to retain good people. Your plan is not really a plan, it's a list of perfectly worded bullet points. |
| 34 | Disagree for the same reasons [the plan fails to mention how it will look after employees, Mental Health strategy, family friendly policies]. |
| 35 | More 24/7 availability needed. |
| 36 | Access to recruit training [Potential barriers to recruitment] e.g. poor transport links to Rhyl. |
| 37 | Very few proper jobs on the island. You will always have issues recruiting if you only offer part time jobs which are not enough to live on. |
| 38 | It is not possible to work fulltime in Barmouth or other parts South Gwynedd. More career opportunities are required to be part of the fire service to encourage local people. |
| 39 | My son is working in a shop, can't afford to drop wages to work in Barmouth fire service. |

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| 40 | Surprised the area [Barmouth] doesn't have fulltime firefighters. This can't be right. Dolgellau would be ideal [wholesome fire station]. |
| 41 | As I mentioned in the last section, recruit older people, make conditions right and you can recruit experienced people who want let you down like some of the younger generation. |
| 42 | Bread and butter for the fire service [To recruit people and to be ready]. |
| 43 | Yes, recruit folk, but local people know the area and the risks. People that live on the coast know the risks with the sea, people visiting get tripped or let their dogs off the lead. |
| 44 | Strongly agree. |
| 45 | Anyone who wants to join should be able to. |
| 46 | Bilingual Welsh and English. Recruit people who can speak different languages can open doors so there is a benefit to recruiting diversity. |
| 47 | Strongly agree. |
| 48 | You haven't got just "agree" so this skews the replies. |
| 49 | Highly skilled firefighters in all areas please. |
| 50 | Try to recruit people in the local area who speak Welsh to high level. |
| 51 | Strongly agree. |
| 52 | More promotion of firefighter role. Get colleges to target people my age. Nobody wants to be a firefighter. I hear the fire station doesn't even have a gym. That's mad. |
| 53 | I agree population size has grown. More risks to deal with. RTC's, flooding, fires, to cover a huge area. |
| 54 | You don't see people on the station [in Porthmadog]. |
| 55 | RNLI recruit volunteers really well. maybe worth speaking with them. |
| 56 | Gender equality. Better care for female firefighters. Improve female facilities. |
| 57 | I agree local people have local knowledge of the area, river, mountains and back roads. An ability to speak Welsh is important. |
| 58 | Increased response time to 6 or 7 minutes could open recruitment to more people who are fit and willing to do on-call [In Bala]. |
| 59 | The current on-call system doesn't work for local businesses who may have released their staff in previous years. As a leisure centre [Deeside], it is not possible to release staff like we used to do twenty odd years ago. The coaching ratios and safeguarding responsibilities mean it's not possible to release staff who work in the gym, sports, play or ice skating. There are strict rules around having skilled responsible and qualified staff in a room [unable to leave]. From an opportunity perspective, the leisure centre provides the perfect platform to recruit people. From what you have said, recruitment of on-call is a challenge, but also recruiting more women is a priority. The leisure centre attracts 1,000's of women each month, through soft play, parenting classes, fitness, sports competitions and water. For example, we see 1,000 girls and women play netball, 1,000 use the ice rank, 200 use the gym, 300 use the inflatables... Saturday and Sunday are busiest days. |
| 60 | Does the service give a perception of being an LGBTQ+ inclusive employer and culture? How do you demonstrate diversity outwardly? Do you monitor and challenge hate crimes involving arson? Do you profile your commitment to inclusion on significant calendar dates? How do you show visibility to LGBTQ+ communities? These are the things that will help you attract LGBTQ+ people. |

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| 61 | Maximise recruitment efforts by working with local partners like us [Flintshire Council Sports Development]. We run a Fit, Fed and Read programme targeting people in deprived areas. We engage 5,000 kids over the Summer months. We engage with thousands of children and young people in deprived areas each year. Our focus on nine areas including Holywell, Connahs Quay and Deeside. |
| 62 | I can see why there are recruitment challenges, but every effort should be made to address the lack of availability of firefighters in Tywyn. There are people in the area that would be great [Firefighters], but they don't know about the job, what is required and that the station needs to recruit people. |
| 63 | I don't, sorry. |
| 64 | No comments. |
| 65 | Employ a wider range of skills to ensure you foresee the growing risks concerning event management, terrorist attacks, cyber security and so on... |
| 66 | Ensuring skill means you have the right people to do the job to a high standard. |
| 67 | I have no comments. |
| 68 | While I have no improvements, I believe the plan is excellent. |
| 69 | It is vital to ensure that your workplace is highly skilled. This is to ensure you are able to efficiently communicate to the public. |
| 70 | No comment. |
| 71 | I like people principle. |
| 72 | No. |
| 73 | No comment. |
| 74 | It is important to ensure diversity is kept within the organisation. This however should come after community safety in the priority list. A more broad hiring strategy should be adopted. |
| 75 | You don't pay very good wages [for on-call duty system]. |
| 76 | You don't appear to take in account people from different backgrounds. For example, entry requirements are not mentioned and this is important to young people that don't finish school or achieve very good GCSE results. You don't mention people with criminal records, people make mistakes, but it's not to say they won't be excellent firefighters or mechanics fixing your fire engines etc. |
| 77 | Entry requirements and qualifications that you require may place on people from lower socio-economic backgrounds at a disadvantage. |
| 78 | Ensuring the workforce is skilled and bilingual will help deliver effective public services in Llangefni. |
| 79 | We need more people who speak Welsh because there are more people who only speak Welsh and can't speak to the people who try to help them but don't understand them. |
| 80 | No Comment, thanks. |

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| 81 | I trust that you consider the risks and work that is needed to develop trust from girls and women, especially those who have been victims of abuse and those let down by employees who are male dominated. As an employer of mostly men, some women will be put off joining, so this is something you need to think about when recruiting. How you recruit needs consideration and care. Having female firefighters and other women visible is hugely important so girls and women see the potential and they also see the fire and rescue service isn't just men anymore. As a CEO [of North Wales Women's Centre], I see you [NWFRS] are working hard to be visible, but some of the girls and women, and those [females] who we don't support won't see the potential career in front of them. Male allies need to be active and visible. You are welcome to use our HQ in Rhyl or other sites to promote recruitment, but it will require effort and coming back time after time to build the trust, it won't happen overnight. Childcare and having reduced on-call contracts will certainly help more women consider and possibility join your service. |
| 82 | I support this principle. |
| 83 | There is no consideration for carers and you are likely to be missing out on recruiting this group of people have lots to offer in terms of skills and talents. Hundreds of thousands of people across Wales juggle their unpaid caring responsibilities with paid employment. For many, balancing work and care can be a real struggle, so if you have a good inclusive offer in your employment, you can really benefit from recruiting people who are carers. 41% providing between 20 – 50 hours of care a week, 59% up to 19 hours of care. This data is specific to Wales and this useful evidence can help you understand carers have capacity and willingness to change careers if the opportunities are right for them. |
| 84 | Ensure you recruit people who are Welsh speakers and if not, they learn to speak the language. |
| 85 | The perception and reality of being a firefighter will be very different for people that have migrated here from south Asia, middle east and Ukraine. In some of these places there is no fire service, so there is no career aspiration 'to work for the fire service when I grow up', these thoughts will not be there. This is something you need to consider and if you have any Asian or Arab [firefighters / staff], use them to promote and engage. I am a teacher [in Rhyl], and I surprised so many people including the children in the school, parents and even other teachers. I was the only Muslim women working in the school, but I had so many Muslim children approach me and tell me how happy they were to see me and they didn't know it was possible for a Muslim woman to be a teacher. 'See it to be it', visibility really matters. |
| 86 | There is value in recruiting people from middle east, India and other countries that have outstanding education systems. They have strong values for education and learning and they would make excellent employees in your organisation. |
| 87 | Not in the right place currently. Not enough cover in the area. Whitchurch only one fire engine and Prees can't recruit staff which leaves Wrexham to cover the City which has demanding risks, growing population, industrial estate, prison, student population, A483 traffic. Our communities are left out and this is now on record. |
| 88 | Make offer attractive. |
| 89 | You talk about being inclusive without really explaining how you will achieve this. |

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| 90 | I agree with the need to recruit diverse teams, why shouldn't women and other groups work for you, but people don't know you are recruiting and how fantastic it could be working for you. Local cycling group use the local roads all year around and some of them don't wear helmets which is not a good example to the young ones [people] who are observing. |
| 91 | You need to understand mental health if you are to look after employees with poor mental health. They can be great for you, but you need to be kind. |
| 92 | Maybe not everyone wants to be a firefighter. |
| 93 | You should clearly state who you mean by diverse communities, list underrepresented groups and this shows intention and how you intend to recruit people and this can make people (i.e. Autistic people) feel they fit in. |
| 94 | Employ more older people who still have a lot to offer. |
| 95 | I feel there is no consideration for mental health within your plan and it's essential you show empathy and kindness due to how common mental health has become. Almost all your staff will get stressed and require support, it doesn't seem responsible for any modern employer to not have mental health as a priority especially after all the research that emerged as part of our Blue Light programme. |
| 96 | Bilingual yeah, but what about other languages. BSL. |
| 97 | The strategic positioning of staff if the two bridges connecting North Wales and Ynys Môn were out of action. Surely the recruitment of people in Ynys Môn is a priority to counteract potential closures to both bridges which happens when there are storms or serious traffic collisions. |
| 98 | You play an important role in keeping the public safe. |
| 99 | Chatting to fire service staff at a community event, they confirmed that not all staff in your service receive mental health awareness which is a crying shame as you not only need the training, but you are able to help people you come across in your community work and response. |
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Appendix C

| Ref | OUR PREVENTION PRINCIPLE – ADDITIONAL COMMENTS |
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| 1 | <p>The ongoing transition to a more data-driven approach is highly encouraging and has been fully welcomed by crews. However, further opportunities exist to enhance the effectiveness of our efforts by increasing the percentage of high-risk SAWCs carried out by our crews. By investing in additional data overlays and equipping crews with updated 'top 50 streets' list - highlighting roads with the highest concentration of high-risk individuals - crews' work could become even more targeted. For instance, cross-referencing those over 75 with individuals living alone triples the risk score for those households compared to couples over 65. Shifting from high-volume targets to more quality-focused goals could also revolutionise our approach and yield significant results. Rather than spending a full hour each shift on broad over-65s targeting, crews could split their time more effectively - spending half focused on streets with the highest proportion of over-75s living alone - whilst using the remaining time to collaborate around the mess table, utilising their topographical knowledge and deep Community ties to design bespoke Community Safety initiatives. Given that some high-risk groups (such as those affected by drug and alcohol misuse or mental health issues) fall under GDPR restrictions, it's essential to tap into the creativity and local knowledge of our crews to find other ways to target these groups. Allowing time for brainstorming sessions, where teams can work closely with Community Safety and leverage their understanding of local communities, will enable us to design even more impactful, localised safety initiatives. By combining the quantitative, data-led approach with a qualitative, creativity-driven one, we could see our high risk Safe and Well Check delivery rise significantly.</p> |
| 2 | <p>I feel we still need to improve the way we engage and connect with diverse groups in the community. There are still far too many groups that we fail to connect with effectively. Chinese, Indian communities for example. As a Service, we do some excellent work around road safety, water safety and engaging with children in schools.</p> |
| 3 | <p>I feel safe at home. My landlord arranges for everything for me.</p> |
| 4 | <p>Children playing in the road and crossing the road without looking. Children being hazards, even when they are with their parents, which indicates parents need educating.</p> |
| 5 | <p>Do you consider risks that impact on Autistic people?</p> |
| 6 | <p>Work closely with the health agenda of other agencies such as the third sector and NHS.</p> |
| 7 | <p>Yes. You have my full support.</p> |
| 8 | <p>More attention on fly tipping. Arson and hate crime. I witnessed an arson attack in Bangor targeting Chinese students on Holyhead road. Gas-Can poured on rubbish bin which was tipped over and set alight. blocking door. Police informed but nothing done about it. I saw it all happen through reflection in my window so I know this happened.</p> |
| 9 | <p>SAW checks important. Positive experience of NWFRS installing fire detection in the past. Exploitation of disabled people or mate crime in Denbigh being taken advantage of. This has been reported to the police. 20mph not working in the Denbigh area. Tractors getting bigger and going faster. I have seen many tractor drivers on their phone whilst driving. This is a big issue in Denbigh.</p> |
| 10 | <p>Still many people using chip pans in Denbigh.</p> |
| 11 | <p>Electric cars going on fire are a huge concern.</p> |

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| 12 | Mobility scooters and how they are stored and charged inside houses and buildings is concerning. |
| 13 | Sounds like you [NWFRS] doing great work. Give regular advice 'Test it Tuesday' and these types of messages work well. |
| 14 | Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim. |
| 15 | The installation of fire alarms is a great service you provide. |
| 16 | No reference to students in your plan. The student population make a valuable contribution to the economy and their existence should not be underestimated. |
| 17 | Seems to make sense. |
| 18 | Keep plugging the water safety message. Although, we did get some useful advice when we moved into the area. |
| 19 | [Your Service] work in partnership with leisure centre to provide free or discounted swimming lessons. Swimming is very expensive for students. |
| 20 | Yes. |
| 21 | Same as health, the cost of preventing is better than reacting. |
| 22 | Strongly Agree. |
| 23 | Lots of scenarios. Holyhead road, certain risks of arson, buildings at risk [of being set on fire]. St Mary's student housing, close to golf course at the back is a typical hot spot for young people setting off fireworks at different (and random) times of the year, not just Halloween. Huge issue with BBQ's, especially in the Summer, usually residents [not students who usually get blamed]. |
| 24 | Fireworks and BBQ in golf course area that back up to St Mary's Student Housing [student used to live there]. |
| 25 | Although not a huge issue, safe use of candles is useful. Students use them [candles]. |
| 26 | Some international students feel isolated. Very common in Bangor. People [miss speaking] native language where they can celebrate culture and have things in common with others. Different for Chinese or Indian [students] who study in large numbers [and speak language and socialise]. Not the same for smaller European nations [like Finland]. |
| 27 | Deliver services in Welsh. |
| 28 | Better investment in prevention required. |
| 29 | You engage well. always at events and visiting college. Checking homes is a good thing to do. |
| 30 | We see [redacted] [redacted] at events and she gives us advice to help keep us safe. |
| 31 | The Walk and Talk events are good [In reference to the Dementia walk and talks the prevention team organise twice a year]. |
| 32 | Weather warnings are poor and the met office doesn't notify [the public] quick enough [when adverse weather is immanent]. [This was made in reference to the weather forecast not predicting snow in Bangor this week. |
| 33 | I like your Safe and Well Service. |
| 34 | Cadets programmes can benefit young people and get young people involved with what you do. |
| 35 | I find a lot of the time the roads within the Bagillt, Greenfield and Mostyn area are extremely flooded with no preventative measures and many problems with the road drains kicking back water onto the roads. |
| 36 | Deliver workshops in colleges. |

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| 37 | [I] Never knew about this service [SAW], so clearly better promotion is needed so. |
| 38 | Resources in Polish written and spoken. |
| 39 | Drowning in river Conwy a few days ago. Scary that can happen. Too many people can't swim. Half this room can't swim. |
| 40 | Prevention goes beyond the most vulnerable. What about people that are almost vulnerable? |
| 41 | Kind of agree, but disagree mostly because fitting fire alarms shouldn't be based on age and people who live alone. Some people have partners that work away. Army for example. |
| 42 | I didn't know you have fulltime staff that carry out those home safety checks. Good way of finding people who are struggling on their own. |
| 43 | The prevention jobs you have discussed sound perfect for older people and those who fancy a chance of career. |
| 44 | Since I have lived in the home [Care home], I have noticed more and more people with very limited mobility. People are living longer. |
| 45 | Mental health training for your staff could enhance your understanding and service delivery. |
| 46 | Sounds good to me. |
| 47 | Can't do enough education. Get in the schools. let people know. |
| 48 | Strongly agree. |
| 49 | I have working fire alarms that the fire service installed a few years ago. |
| 50 | I have got Co2 alarm, but I have had no working fire alarms for 3 years. Husband passed away and he sorted everything out. I did call you [NWFRS], but I changed my number because phone/broadband contract changed. Safe and well checks are important. |
| 51 | Got fire alarms, vibrating plate under my pillow. I have hearing loss and recently started to wear hearing aids. Installed by Medicare and Flintshire County Council sort everything. |
| 52 | I have previously requested a safe and well check, but never heard back despite leaving a couple of voice messages. I am over 65, live alone and had stroke |
| 53 | List prevention issues in the first part of the questionnaire. |
| 54 | People don't use road crossings. |
| 55 | I do agree. However, the volume of travel on the A5 has increased I'm recent years. The A55 was meant to reduce the traffic through Anglesey but nobody seems to address the growing number of vans, HGV, and cars racing through. |
| 56 | You haven't got just "agree" so this skews the replies. |
| 57 | Coedpoeth is a better place since the 20mph rule was enforced. Could do with double yellow lines along main road by ASDA. Parking on road shouldn't be allowed as this causes a genuine hazard and it's a matter of time before accident happens. Road surfaces require attention and upgrade as you travel out to Llandegla and Ruthin. Agriculture problems with hedge cutters leaving splinters on the road, which is concern as a regular road runner and cyclist. |
| 58 | It's good the fire service focus on us [older people]. I feel safe in my home. |
| 59 | As stated ensuring right alarm are giving for their needs. |

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| 60 | Fighters helping more in South Gwynedd. This can be addressed with more fulltime firefighters based in these parts. |
| 61 | Your prevention work is important. |
| 62 | Strongly agree. |
| 63 | Flooding is a big issue around here. Lorry got stuck last week. Water rescue train up Dolgellau staff. |
| 64 | Agree, but we work in council buildings which have fire alarms and fire risk assessments in place. No need for you to install alarms. |
| 65 | We operate out of a council building, so we have fire alarms and fire alarm practice. |
| 66 | Lack of public awareness of Dementia because it is invisible and hidden. Public perception is people look okay, they are not disabled or vulnerable, when they are at risk a lot of the time. Drains are not being cleared anymore and this is a root cause of a lot of the flooding in towns because there is no run off. Floods are blocking roads. I have seen these roads [in Caernarfon area] for many years and they the rain fall hasn't changed much over the years, but natural ability for water to drain and run off needs sorted ASAP. It is particularly bad on the road between Caernarfon castle and Pwllheli and along the coastal roads. |
| 67 | Signage to help avoid people getting lost, especially in the high of the summer when coastal towns are busy with people and extra tourists. |
| 68 | Increased RTC's in the Summer months. |
| 69 | Continue to raise safety awareness of electrical goods. |
| 70 | Very happy with the 20mph rule, especially in Town centres, schools and built up areas. |
| 71 | Female firefighters can help engage and communicate with other women. I prefer to speak to a woman to be honest. I agree that the 20mph rule has been a positive change. |
| 72 | The 20mph rule is working well in Bala. |
| 73 | Similar to the potential approach to recruitment, the leisure centre is the ideal place to promote your prevention messages and engagement activity. We have school engagement days which see hundreds of school kids in the centre. British Transport Police run successful events here in partnership with Network Rail. Football festivals are busy. Maybe NWFRS could sponsor an event and get your name out there. |
| 74 | For some LGTGG+ people social isolation or risk of homelessness is real. Some people are an increased risk of using drugs, alcohol, smoking and at increased risk of fire because of such factors. Are you considering this? |
| 75 | There are barriers for LGBTQ+ people to engage and participate in physical activity. Some LGBTQ+ people may present same challenges accessing careers and LGBTQ+ may perceive joining the service is not possible. Through physical activities, your service can attract LGBTQ+ people, so working with partners can help you engage. |
| 76 | E-bikes and e-scooters are a huge problem. We see CYP talking proudly about ASB and even arson and misuse of fire when BBQs have been set on camping trips. Sports development staff and sports coaches are well positioned to educate and pass on your messages for you and even invite you in to talk to the young people, although uniform can sometime be a barrier. |
| 77 | Huge concerns associated with the estuary [in Tywyn] tidal and strong currents that people don't expect. |

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| 78 | No comment. |
| 79 | Nope. |
| 80 | No comments. |
| 81 | Prevention is cheaper and better than devising a cure. |
| 82 | I have no comments. |
| 83 | Is good yet hard to understand. |
| 84 | This is important if people are willing to attend the events. As long as you have your audience then I believe educating those who are more vulnerable is vital. |
| 85 | No comment. |
| 86 | I like it a lot. |
| 87 | I think it's perfect. |
| 88 | It provides a highly broad and detailed plan to keep different organisations and people safe. |
| 89 | No mention of suitable young provision that other public sectors organisations are providing. Merseyside Fire are doing loads of projects for young people, disappointing North Wales are not doing anything. |
| 90 | I think this is a good idea. |
| 91 | No Comment. |
| 92 | The FRS have an excellent reputation. Your plan covers really important themes surrounding early interest, trauma, younger people, home safety checks. Homelessness is a group of people we see as a high priority and lots of behaviour may require some attention, setting fires to keep warm is an obvious one, using drugs and alcohol is also a risk. The constant cycle this group of people face because they are unable to get a job, employers won't give them a job without a fixed address or bank account which remains a huge problem in North Wales. There is a lack of housing and accommodation for when people leave prison, so they are sometimes given a tent and left without proper support (or some people don't choose to take support offered because the lack of trust in services). Mental health is a huge problem and this could be more front a centre in your prevention principle, although you have said [in person], that mental health is something you use to prioritise some prevention work. |
| 93 | I support this principle. |
| 94 | Your plan has no consideration for carers (paid and unpaid). Some older carers will be looking after their partners and there is often excessive pressure on them to, which impact their own physical health, mental health and wellbeing. |
| 95 | Welsh speakers in every team please. Your walk and talk sessions [with dementia groups] and engagement with older people is important. Engagement with refugees and people who have been displaced is important too. |
| 96 | I suggest working closely with British Red Cross going forward because we can help you connect directly with people to want to target [safety messages], and recruit people. We currently run various sessions including ESOL, advice workshops, food bank etc. |
| 97 | It is a good approach to recruit people from diverse backgrounds. |
| 98 | Nowhere near enough done to prevent accidents on the road. Police and fire need to do more. |
| 99 | Properties around here are not receiving services in rural areas. Nobody picks up the phone up when you call fire service. |

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| 100 | Your safety checking in houses works well. Missing other key safety work that Shropshire and Cheshire seem to promote. You never mention flooding of the River Dee. |
| 101 | More face to face promotion and attendance at community groups. |
| 102 | Continue to fit fire alarms. |
| 103 | There is consultation on whether a new national park should be developed and this involves a huge area where I live [near Llangollen]. A national park will bring many people into the area which in turn will bring huge risks, extra traffic and the roads wont cope, rubbish and litter and of course campers and BBQs [potential increase in fire risk] will be an issue like other national parks in Wales. |
| 104 | Your plan outlines some important points. |
| 105 | You should provide mental health awareness training for your staff who work with the public. |
| 106 | People with dyslexia is increasing. Keep [safety] information jargon free and avoid complex words. |
| 107 | You should consider risk based on person's disability and health. |
| 108 | Maintain high standards in your prevention work efforts. |
| 109 | Your plan covers lots of important topics. |
| 110 | Services using BSL are not really covered on your website. You have one-page www.youtube.com/embed/jlKtycoedyA , but nothing else which provides information and many of the videos you post on social media do not have captions or subtitles. Hardly inclusive. |
| 111 | Vulnerable people. |
| 112 | It was good to hear the fire service installed CO2 detectors and fire alarms on canal boats as part of your prevention services. We rarely get to access public services on the boat and most services forget about us. |
| 113 | Increased number of people with adverse mental health which is placing them at an increased risk of harm and injury. People that live alone are particularly vulnerable. |
| 114 | There is a huge benefit in North Wales Fire & Rescue Service becoming an accredited Dementia Friendly Organisation which can be achieved through Dementia Friendly Wrexham. We [Home Instead] work closely with your service and we work well as a team to refer at risk people to receive safe and well checks and advice from your home safety department. |

Appendix D

| Ref | OUR PROTECTION PRINCIPLE – ADDITIONAL COMMENTS |
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| 1 | You should ensure that the buildings you identify as "high-risk" include those that may only have two storeys but contain significant amounts of fire hazards and risks, including some self-catering holiday let accommodation. |
| 2 | I don't know a great deal about protection work, but we appear to be covering a lot of key areas in terms of keeping people safe. We appear to take a supportive approach which can benefit local businesses and landlords and this approach also helps build a rapport with local companies/business owners. |
| 3 | I work in the hospital [Wrexham Maelor] and I recently had a situation where the fire alarm went off and I had no idea what to do. Naturally I left the building via the fire exit, but nobody came to check where I was or check on me. I was working late and alone. I was surprised that nobody came to see I was okay and I am a new staff member with no idea of this building. |
| 4 | Food outlets appear safe [In Wrexham], but RBIP is a good measure to keep communities safe. |
| 5 | Conduct more business visits under scheme more than SSRIs. |
| 6 | Not fully understand this work, but the plan looks well thought out. |
| 7 | The old North Wales Hospital [In Denbigh] has become very unstable and dangerous. There used to be security, but not anymore. Big risks and teenagers hang around there on an evening and weekends. |
| 8 | Mobility scooters and how they are stored and charged inside local businesses, cafes, restaurants, care homes etc. |
| 9 | Check on landlords to ensure students are safe is a good thing. |
| 10 | Clear gap in that HMO landlords don't need to produce a fire risk assessment in order for the local authority to issue a licence to the landlords. Surely this is an opportunity to check landlords have everything in place. |
| 11 | It is not clear how you keep students safe. There are some rubbish landlords around. |
| 12 | Safety of buildings helps keep everyone safe. |
| 13 | No issues with our landlords. Fire alarms work. |
| 14 | I didn't know business get support [from the fire service]. You could provide safety advice to landlords who can pass on information to us [the tenants]. |
| 15 | Yes. |
| 16 | Public safety. |
| 17 | Strongly Agree. |
| 18 | Support businesses through the medium of Welsh. |
| 19 | Don't really understand this part. |
| 20 | Prevention is better than cure. |
| 21 | Make an example of them when they [specific reference to local businesses] mess up [break the law]. |
| 22 | Some dodgy ones [Specific reference to food outlets and take-a-ways] in Shotton / Connahs Quay. |
| 23 | Look after care homes and residential buildings. |
| 24 | Any advice you can provide Cae Garnedd [Care Home] will help keep us safe. |
| 25 | Lots of unsafe buildings in Buckley, Connahs Quay and Queensferry. |

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| 26 | Unused buildings let unsupervised. Place on Chester Road. A few places in Buckley. Cars left overnight in car parks are a fire hazard. |
| 27 | Inspect businesses to keep people safe. |
| 28 | Guidance for businesses yes. What formats are you doing this? |
| 29 | Shouldn't business owners take responsibility for their own affairs. |
| 30 | Neither agree/disagree really. Mostly agree over disagree. |
| 31 | It is important because they need to make places easily accessible such as ramps for those who have disabilities. |
| 32 | Need to make sure that thing is divest in our community especially to elderly people. |
| 33 | I live in rented accommodation so fire alarms fitted by my landlord. Most landlords are on the ball because they let out their rooms to tourists and everything needs to be right. |
| 34 | This work is needed. Lots of rogue operators in the area. Hoarders in flats just off the main high street, curtains always closed. |
| 35 | What are you inspecting. Certainly not fire escapes route and getting out of businesses in Barmouth. Porthmadog is the same. |
| 36 | I'm not sure about other places [Care homes], but we have weekly practice [Fire Alarms Tests] and everyone knows what to do [Fire exits, closest exit] and we all feel safe. |
| 37 | We are a big building so it comforting to know the buildings are checked. |
| 38 | Your current system is not working. far too many businesses operating unsafe practices. Teams with no first aider is not good. Agency workers coming in and not knowing what they need to know. It's a matter of time before something serious happens in Kronaspan. |
| 39 | Strongly agree. |
| 40 | Yes. |
| 41 | I feel you need to consider how supermarkets are changing the infrastructure in their large shops. People stealing and Covid has made supermarkets think about keeping people flowing, but there is a bottle neck, supermarkets are getting very busy, people everywhere, overwhelming. No staff around to help. Cages in aisles cause a barrier. Aldi in Broughton is really bad. |
| 42 | Yes. |
| 43 | Yes. |
| 44 | Far more needs to be done to address issues in supermarkets. I got stuck in a lift once in ASDA and I was there for ages. Tesco's in Broughton, people leave trolleys in car park which is a hazard. People would leave trolleys in narrow aisles in supermarket which can make it difficult to escape if there was a fire and emergency. |
| 45 | Strongly agree. |
| 46 | You haven't got just "agree" so this skews the replies. |
| 47 | There will always be fires, but I believe more inspections and checks are needed in local businesses bakery for example. Big fire there a few years again. |
| 48 | Inaccessible venues. Didn't realise until I was in a wheelchair. |

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| 49 | The fire service needs to communicate and promote protection much better. I read lots of news and I have never heard about protection unlike your prevention work. We see fire safety team and they tell us what's happening. |
| 50 | Keep local businesses staff. Website is good, but face to face advice is good too. |
| 51 | Strongly agree. |
| 52 | Lots of shops have ramps, but tight spaces when you are in the building. Library tight space. |
| 53 | More can be done in 2024 to sort out access in and out of buildings. Limited space. |
| 54 | I have lots of concerns relating to the poor accessibility in/out of buildings [in Porthmadog]. Book shop in town use the excuse of being a 'grade 2 listed' buildings, but this shouldn't stop them providing a ramp for people who are not steady on their feet. |
| 55 | There are lots of risks for people living with Dementia. There are more and more buildings with black steps and these are difficult for people to see. Businesses could add a white strip to the black step so it is clear to increase visibility and people can see the steps and where they are standing. I conduct dementia friendly audits of buildings and I see issues [i.e. Risks] all the time. Too many buildings with no handrails on steps. I recently conducted an audit at the outdoor centre at Plas Brennon on the A5, there was no handrails, no walk-in showers, no signage to make it clear where people need to go, not accessible for people with dementia. Excuses that the buildings were 'graded and listed' but there are small changes they can do to make access better and fire escape possible. |
| 56 | Businesses could have better signage to help people navigate their way around the place. Supermarkets are great at putting signs up so people know where to go, other businesses should adopt this approach. |
| 57 | Local businesses don't manage car parking very well. 4x4s stick out, non-disabled people parking in blue badge spaces, business need to address this because disabled people forced to park in main car park and there is a walk to the shop or town centre which is not ideal for people who are not good on their feet. Disabled person more likely to get hit because they can't move out of the way quick enough. |
| 58 | You don't hear many issues with businesses [in Bala]. Although farm accidents appear to be up. Local farmer died in slurry pit this year, it was a firefighter who rescued him, not a good job to go to. Farm safety is a huge concern. |
| 59 | No comment. |
| 60 | No, I don't. |
| 61 | No comments. |
| 62 | This is a great principle as incidents such as the Grenfell Tower could have been prevented with more routine fire checks. This is a amazing for prevention. |
| 63 | No comment. |
| 64 | It is great. |
| 65 | It is very interesting. |
| 66 | It provides a highly detailed plan to assist different companies in different ways. |
| 67 | No Comment. |

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| 68 | I support this principle. |
| 69 | People from different backgrounds can help build positive relationships with many business owners here that have come from India, Bangladesh, UAE and other parts of the world. |
| 70 | Clearly businesses doing what they want and not being monitored Mold factory fire. |
| 71 | Too many run-down buildings and people living in substandard conditions. |
| 72 | I am not convinced you have a handle of all issues in Rhyl. Many multi use accommodation [HMOs] are being run by landlords that don't invest in their property, particularly buildings on Johns Street and River Street spring to mind. |
| 73 | There are some areas of deprivation in Rhyl, poor living conditions. This is a vital service you provide. |
| 74 | Important work. |
| 75 | I assume you are on the ball, but there has been a skip full of rubbish on our street for months. Its ■ Oakville Street, Rhyl. There is a sofa in the guy's front garden too, surely a fire risk if somebody lit the rubbish, nit beyond the rems of possibility. It's been reported to the council several times, but maybe the fire service could highlight the risks [Arson]. |
| 76 | Local authority premises are safe. It's the private [landlords] ones you need to watch. |
| 77 | I agree with others in your earlier focus group that there are many landlords that don't invest in their properties and some areas of Rhyl is run down, mostly flats and shared accommodation. Side streets off the seafront are concerning. River street, water street and Johns street, plus others. |
| 78 | Business safety. |
| 79 | I wasn't sure if you were aware where all the care homes are located across Wrexham and Flintshire. It may be worth doing some kind of exercise to locate all the dementia groups, but also care homes in the two counties. |

Appendix E

| Ref | OUR RESPONSE PRINCIPLE – ADDITIONAL COMMENTS |
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| 1 | 1,726 responses to a CRMP consultation is NOT 'an unprecedented response', it represents 0.25% of the north Wales population - hardly a big enough sample to make decisions off. |
| 2 | The plan addresses increasing on-call firefighter availability, but as previously mentioned, the RDS model is increasingly outdated. |
| 3 | Clear a strong need to improve availability in various areas. The incentives for working on-call are simply not good enough, but it good to hear that we are offering reduced contacts in some areas (i.e. 75%, 50%, 25%), it may be worth opening this offer out to people who don't work wholetime like other FRS's in England. I agree that the Service need to invest in new ALP's/TRUs and other special equipment to future proof against risks that we know will be present for the next decade and beyond (i.e. wildfire, flooding, electrical fire at RTC's, bariatric rescue to name a few). Personally, I feel we need to develop more day crew. |
| 4 | The clean cab solution is a good idea. This will keep people [Firefighters] safe. In the health profession, training is vitally important, I am sure a new training centre will be exactly what your fire officers will need to develop the skills to perform. |
| 5 | Happy with the job Wrexham Fire Station does for its community. Response is more and more important with so many high buildings in the town. I am in support of a review into special appliances to manage the risks with tall buildings in the town. |
| 6 | It is great to hear that you provide Autism training for your staff. |
| 7 | The idea of less retained stations and more whole-time fire stations will give greater cover and resilience. Retained model doesn't fit modern day living and commitment. |
| 8 | Living in the Corwen area, I feel confident you [response] come when called out. |
| 9 | It is comforting to know there is a fire station in Colwyn Bay. The fire service is visible and you see Colwyn Bay crew out and about. |
| 10 | Fire station in Denbigh is important. They [The Denbigh crew] are part of the community. I support the development of a new training centre. Training is vital, new technologies etc. Do the fire service train to rescue people from slurry lagoons [most dairy farms have them]? If not, they should do. |
| 11 | The fire service [Bangor crew] visit the students during fresher's week to give a talk on fire safety. Maybe a similar talk could be given on road safety and water safety and other safety messages you wish to promote. |
| 12 | Fire cover in all areas is clearly the only way to be. Your current map doesn't indicate guarantee response which is deeply concerning. |
| 13 | I haven't needed to use the service, but based on what others have said the fire service are active. |
| 14 | Acknowledge people have verbal shutdowns/meltdowns in stressful situations. It is good to hear your organisation provide autism awareness training for your firefighters. I am impressed. |
| 15 | Knowing that you [NWFRS] are ready to response is comforting should we every need you. |
| 16 | Bread and butter. |
| 17 | Yes, to this one. |

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| 18 | Maybe Bangor station could reduce the number of hours firefighters [On-call] have to work and this could help attract students who will be in the area for at least 3 years whilst they study. Create more fulltime [Wholetime] stations to increase career aspirations and possibility. |
| 19 | Strongly Agree. |
| 20 | [All Firefighters in Bangor should have] basic language skills (i.e. Mandarin, French, Sign Language). This would enhance service to the public locally. |
| 21 | Ensure teams [of Firefighters] speak Welsh. Particularly important when people [Welsh speakers] are distressed. |
| 22 | It is good to know '999' is there. |
| 23 | Buckley could do more to promote [Firefighter] jobs. Recruitment days, but promote them so we know about them. [The fire station] Never open! |
| 24 | You're not always ready though [specific reference to Buckley not always available]. |
| 25 | Provide an effective emergency response. |
| 26 | Improve response by upping your game in areas that need you. |
| 27 | Very happy with the service you provide. |
| 28 | You lot were here last week [Bangor crew attended an AFA at the home]. |
| 29 | Appears sensible to review special appliances and keep them in Bangor due to its location and the high number of care homes in this area [Bangor]. |
| 30 | Link recruitment to specific college courses i.e. engineering for example. Help people understand career pathways. |
| 31 | More fulltime fire stations to replace current on-call. |
| 32 | Not guaranteed in North Wales. More 24/7 availability needed. Need to be able to have someone on the scene ASAP. |
| 33 | If possible have more people on-call to be called on if needed. |
| 34 | Not enough vehicles in some stations. Not enough 24hour response fire stations in Wales. |
| 35 | Within Gwynedd and Anglesey there is limited fulltime fire stations. |
| 36 | Barmouth Station crew are great. You always see them around. |
| 37 | Barmouth and Harlech do a good job. Barmouth fire station is a bit out of the way, could do with signage so people know where it is. Tourists use the car park in the summer that could be a risk to staff who need to park up quickly. |
| 38 | It's not possible for you to always respond quickly if firefighters have to travel in from afar and quickly. |
| 39 | I trust you [NWFRS] know what's needed. I am frustrated about the poor escape planning from business owners. |
| 40 | I never knew you had so many fire stations. |
| 41 | Standard fire engine not big enough to reach some of the high buildings [In Barmouth]. You think of height as floors high, but you don't take in account some ground floors are 15 or 20 feet from the road. I believe this is a huge risk you don't take into account. One example is 3 and 4 floor buildings along Porkington Terrace which are 40+ feet. Some of the houses on the hillside facing the sea are high up and standard fire engine won't be big enough building. |
| 42 | Excellent service from NWFRS. Your lot [Bangor Crew] were here last week [Attending AFA]. They were here quickly. |
| 43 | Need better promotion of jobs. |
| 44 | Need to put pressure on council and police to address the parking issues in side streets. As I said you won't get a fire engine down some streets. Outside schools is carnage as well. |

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| 45 | Yes, recruit folk, but local people know the area and the risks. People that live on the coast know the risks with the sea, people visiting get tripped or let their dogs off the lead. |
| 46 | Strongly agree. |
| 47 | Local stations do a good job. |
| 48 | Deeside station is well placed to respond to the [Connahs] Quay and Queensferry. |
| 49 | Local fire crew at Deeside do a good job. |
| 50 | Strongly agree. Plenty of fire stations mapped across Anglesey. |
| 51 | You haven't got just "agree" so this skews the replies. |
| 52 | I worry about response times in rural areas. Out towards Llandegla, Ruthin, Bala. |
| 53 | More needs to be done to improve availability in this area [Porthmadog]. Part-time [firefighters] is not secure enough, although they do a good job. |
| 54 | FRS have an excellent reputation. But reading this [CRMP], review. I didn't know the fire station was a retained station. Surely an area the size of Porthmadog deserves better provision. Are you always ready to respond? |
| 55 | Yes, agree with you being ready, but not enough regular fulltime work in Gwynedd for people who want to work fulltime within their own community. People tell me you have to travel to Rhyl, Bangor or Colwyn Bay. Young people should be able to work here in Porthmadog and central locations like Bala or Corwen. |
| 56 | There is a high risk if the fire service continues to have no fulltime firefighters in the area. Adverse weather in the past 3 years is a clear sign better cover is needed. Visitors increase demand in the summer too. |
| 57 | I agree that you should be ready to respond, but I don't believe you are ready and responses can be slow if multiple fires happen at the same time. |
| 58 | Strongly agree. Dolgellau crew should be water rescue trained. Recent floods have been a reminder how bad things can get. Recent flooding saw a long wait for Bala firefighters to travel across to rescue lorry stuck in a flood. |
| 59 | I have noticed the population has increased in Dolgellau. More people remote working has made Dolgellau attractive place to live. Real need for a day crew station in Dolgellau. |
| 60 | I work in hospitality. Dolgellau is getting busier each year. We get lots of passing by traffic too. |
| 61 | An area the size of Porthmadog should have fulltime firefighters to cover this large and challenging road network. It is confusing if there is only one fire engine [In Porthmadog], but you need two fire engines to attend a house fire. |
| 62 | I am fully supportive of wholtime cover being proposed in South Gwynedd. |
| 63 | It is comforting to know you are there when we call 999. |
| 64 | Local people have local knowledge of where to go. |
| 65 | Bilingual firefighters please. |
| 66 | Ability to speak Welsh is important. |
| 67 | It is good to know there is a fire station across the road should we ever need you. |
| 68 | Attracting people who play sport may be difficult if potential firefighter working hours clash. Maybe flexible working could help tap into new people. |

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| 69 | As mentioned earlier, willing people in Tywyn, but many people don't know there is such a need to recruit and they don't know what is required. Women wouldn't even think of the job as its mostly men that are visible. This is the same as the police years ago, but you see far more [women] now. |
| 70 | Good response principle, but always can improve. |
| 71 | I don't understand. |
| 72 | No comments. |
| 73 | Review current provision and equipment to ensure you are in the best possible position to response. |
| 74 | This is vital to save lives. |
| 75 | No comment. |
| 76 | The response principle is interesting. |
| 77 | No, I don't. |
| 78 | It gives a plan with a wide variety of tasks to complete. |
| 79 | Some of the young people we support would make amazing emergency workers if given the chance. |
| 80 | I was delighted to hear no fire stations were closed last year. |
| 81 | I think this is a good wish but we need a lot of people to work to put out a fire because then we can go to more businesses and still get a lot of people to go to another fire. Ambulances it's a long way for them to turn to me maybe we need more people. |
| 82 | Respond when you need to. |
| 83 | I mentioned this earlier, but review your duty systems should involve considering reduced on-call contracts and even part-time fixed hours under fulltime [wholetime] terms. Would it be possible to do 5 or 6 days providing 5 or 6 hours each day? These changes could help more attract to girls and women, especially in areas where you are having challenges recruiting. |
| 84 | I support this principle. |
| 85 | Do you monitor how carers are affected/impacted in your prevention and incident data? |
| 86 | The only consideration is some refugees may not know how to contact you. '999' is not a thing in some countries and there is no fire service. Naturally we [Red cross] educate new arrivals on all essential services, but it is worth you being aware of this. |
| 87 | Fire engine needs to be located in Overton or Penley to cover rural part of Wrexham that gets left out. |
| 88 | Response times out to rural areas to the east of Wrexham are too slow. Many fires here are attended by Whitchurch but they only have one fire engine. Prees can't recruit staff, Wem is 15-20 minutes away but slow to respond. This leaves Wrexham to cover the entire City and deprived areas and demanding risks associated with a growing population, industrial estate, prison, student population, A483 traffic. Our communities are left out and this needs to be considered. |
| 89 | I completely agree we need response, but talks of reducing firefighters in Rhyl last year was very concerning indeed. |
| 90 | I don't doubt that you are able to respond effectively. I live in a rural area, so I do worry you will get to me quickly, but you can response quickly here [in Rhyl]. I do need to mention that mobile phone signal is very poor around here which may be an issue for people wanted to get hold of you [i.e. 999]. |
| 91 | Bread and butter. |

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| 92 | You can alter the duty systems as you see fit, but please don't take any fire engines away from Rhyl. |
| 93 | Provide an effective emergency response. |
| 94 | Mobile phone signal is really poor and around 50% of the people we see don't have a mobile phone because they can't afford one or they don't know how to use one. I am concerned that many people we support wouldn't be able to raise the alarm. Also, some of the people we see have mobile phones, but they are pay as you go and don't have much money due to being unemployed or retired. |
| 95 | Totally understand deaf people can't be firefighter, but do your firefighters know how to do basic BSL. The BSL Act legally recognises BSL as a language in Wales. |
| 96 | Plenty of fire stations on Ynys Môn. |
| 97 | Response. |
| 98 | It will be challenging to respond to canals boats, but it is comforting to know there are fire stations along the Llangollen branch. |
| 99 | May I recommend that all staff receive mental health training for all staff. |

Appendix F

| Ref | OUR ENVIRONMENT PRINCIPLE – ADDITIONAL COMMENTS |
|-----|---|
| 1 | Change diesel powered fire appliances to electricity powered vehicles. |
| 2 | Examination of use of all electric, with range extender, fire appliances. Given the relatively short distance covered and the very low duty cycle of Fire Appliances, it seems an ideal fit. There is an added advantage of quietness when responding into residential for false alarm calls. |
| 3 | We are doing great work around environmental considerations. [REDACTED] has done a great job and credit to SLT for allowed [REDACTED] to have the freedom to do his work and make improvements without too much resistance for change. |
| 4 | I like that you are planning to cut down carbon emissions. |
| 5 | Using hydrotreated vegetable oil is a fantastic idea. This could help recycle oils from local businesses (i.e. fish and chip shops) and supports local farmers to grow rapeseed and other crops used to produce oil. |
| 6 | Recycling HVO is a good idea. |
| 7 | Using Hydrotreated Vegetable Oil (HVO) as fuel is a fantastic idea. |
| 8 | Think about future generations. |
| 9 | You are taking responsibility. |
| 10 | Your plan explains how carbon emissions will be reduced. Some other sections of your plans require the same clarity. |
| 11 | Invest in technology and AI. |
| 12 | Strongly Agree. |
| 13 | UK doesn't get too cold like Finland. UK residents and businesses heat too much. Waste energy. |
| 14 | Go electric where possible. |
| 15 | Get better deals on energy and fuel. |
| 16 | I imagine old buildings cost a fortune to heat and keep warm. |
| 17 | Focus on getting firefighters [comment make in reference to Buckley Fire Station]. |
| 18 | My mum's work has hybrid working which reduces fuel costs and time. You seem to have lots of meetings. |
| 19 | It makes good sense to save money where possible doesn't it. |
| 20 | Not too sure solar energy is viable [In reference to other energy saving options]. |
| 21 | New special appliances can help reduce energy and emissions. |
| 22 | I think that protecting the environment is extremely important. |
| 23 | eco-friendly practices can't come at a cost of efficiency. |
| 24 | Carbon neutral has to be the end goal. |
| 25 | Just need electric trucks. |
| 26 | If using this form of operation [On-call duty system] is much different it might slow down response |
| 27 | Is it not possible to have wind turbine on your sites to generate energy and feedback I to the network which could generate income? Lots of wind on the island. |
| 28 | Yes, do what you can, but how the heck you controlling what plastic packaging equipment comes in, dirty water you deal with. I guess you raise issues with people in charge. |
| 29 | Limited impact until they sort out climate issues in China and India and other places. |
| 30 | Your review of specials makes sense to reduce carbon emissions. Some of the old fire engines are not good for carbon emissions and ozone layer etc. |

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| 31 | The review seems well thought out and deals with all the concerns I have. |
| 32 | Strongly agree. |
| 33 | Recycle what you can. |
| 34 | Agree, but don't get caught up too much recycling stuff that ends up in Land Fill anyway. |
| 35 | Can't North Wales fore tap into local farmers who have wind turbines and solar panels. |
| 36 | Yes, but is the latest tech reliable. I don't believe you should implement electric cars for your emergency crews. |
| 37 | Strongly agree. |
| 38 | To save costs and time, be efficient. Gwynedd Council recently sent me and my husband the same letter which is a waste of paper, waste of stamp, additional cost to process the letter and print them off. Try to minimise time and energy and paper. |
| 39 | It's good that you care. |
| 40 | It's a good approach to make your firefighters take their own rubbish home with them. |
| 41 | No comment. |
| 42 | I don't have any comments. |
| 43 | No comments. |
| 44 | Massively important to reduce energy consumption and costs. Be smart and future proof the organisation. |
| 45 | Don't buy products that can't be recycled. |
| 46 | Adopting eco-friendly practices to cut down on carbon emissions and other environments impacts could cause higher costs. |
| 47 | Hard to understand. |
| 48 | No, thank you. |
| 49 | Service resources should not be spent on EV charging station in an economic environment the tax payers are in at this moment. This could be done in a different time. |
| 50 | I don't have a comment. |
| 51 | No Comment. |
| 52 | It makes sense to go electric or hybrid where possible, but I completely understand fire engine need to be diesel to take on terrain in North Wales and attend incidents for long durations. |
| 53 | I support this principle. |
| 54 | Neither agree or disagree really. |
| 55 | Do whatever you can to do your bit. |
| 56 | Protecting and preserving our natural environment for future generations is what any responsible organisation would do. |
| 57 | Reduce carbon footprint on the planet. |
| 58 | Excellent! |

Appendix G

| Ref | OTHER AREAS IN RELATION TO THE SERVICE WE PROVIDE – ADDITIONAL COMMENTS |
|-----|---|
| 1 | I personally don't believe you conduct enough fire safety audits, regularly enough, and take appropriate action when deficiencies are found. |
| 2 | Prioritising employee Health and Wellbeing. Also, mention that Safe and Well checks have a fundamental positive impact on the wellbeing of the general public, providing peace of mind. |
| 3 | Rural roads network with getting about in summer. |
| 4 | Last year, my crew completed over 650 Safe and Well Checks. However, the software we use to log these visits is extremely slow, cumbersome, and inefficient. On average, it takes around 15 mins to input a single visit, often requiring the repeated entry of details that have already been recorded multiple times. This resulted in the crew spending over 160 hours sat at a computer. This time could have been better spent drilling, training, devising and delivering community safety initiatives, conducting 72d inspections, or planning larger-scale exercises to train with our RDS colleagues. Surely, with modern day technology advances such as AI, ICT can solve this issue (Nb. The use of tablets during SAWCs significantly slows down Safe and Well Checks – the issue is the software we use and the method of input). |
| 5 | There does not appear to be a clear strategy regarding the Service work concerning Mental health and wellbeing. Also, I don't feel Safeguarding gets the attention and due regard it deserves and recruiting (or develop someone internally) to be a subject matter expert (or a DSL) could help address this issue. |
| 6 | Educating parents about children playing and crossing the road. |
| 7 | Your services look fine as long as autistic people are considered. |
| 8 | Create more whole-time fire stations and have fire appliances driving around the areas much more rather than responding from a station have them patrolling communities this should aid response model. |
| 9 | Possibility. Think about how you will promote inclusion for transgender people. |
| 10 | Work with local partners to resolve the fly tipping issue. Prevent fires. |
| 11 | Consider e-bikes in your prevention work. |
| 12 | All staff in your service that engage with the community should link with MIND and other mental health charities |
| 13 | Any emerging risks to refugees. Social tensions can cause isolation so engaging can be difficult. |
| 14 | Specific sessions that benefit students. |
| 15 | HMO's issue I have mentioned throughout the questionnaire. |
| 16 | Risks to students and young people. |
| 17 | Maybe promote your services through the [Bangor] university. |
| 18 | Nope. |
| 19 | Specific safety info for students. Post info on student platforms, make it so easy for yourselves, nobody will follow fire service platforms. Reward students for feedback, encourage participation in your research, understand your market. |
| 20 | International students. |
| 21 | Written information in different languages to aid understanding. |

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| 22 | Consider volunteers programme. |
| 23 | CPR Rescue. Act for first responders in the absence of unavailable ambulance and paramedics. |
| 24 | Do the fire stations have solar panels? If not, why not? |
| 25 | Lobby for cycle lanes to keep people safe between Queensferry and College [College Cambria, Deeside Campus]. |
| 26 | You mentioned Buckley are part time, can't they visit care homes and fit smoke alarms and that. The work is there so what's the problem. |
| 27 | Responding and preventing. |
| 28 | Maybe improve the [your] engagement in rural areas outside the larger towns. |
| 29 | Emergency response to knife crimes and other life changing injuries. |
| 30 | Not that I can think of. |
| 31 | More content creation to spread information to the youth via Tik-Tok and You Tube shorts. |
| 32 | Drowning. Too many people die in water. |
| 33 | Access to info. North wales fire rescue website looks old and boring. |
| 34 | Maximise spaces in fire stations. Let community use the facilities. |
| 35 | Need some more fulltime stations down hear Llanberis their closest on is Rhyl. |
| 36 | Save money by investing in local people, especially young people. Create more job opportunities for local people. |
| 37 | Cars parking and blocking roads, especially in the summer. It's crazy here in the summer with cars parked [either side of road] [blocking access for fire engine]. |
| 38 | Already mentioned really poor escape route in businesses. Not ramps, narrow spaces. Parked cars right outside doors. |
| 39 | Illegal parking restricting access for emergency vehicles. |
| 40 | People are living longer so everything that comes with that really. I'm sure you [NWFRS] have everything covered. |
| 41 | Responding to big buildings with people high up. |
| 42 | Education for the public. |
| 43 | Finance. Who you purchase from. Ethnical purchasing from supply chains and suppliers with high standards. |
| 44 | Local bus services are very busy, especially when kids get on [School run], but confusion who has right of way on bus pushchairs or wheelchairs, not enough room for a couple of disabled people [with chairs]. I worry about how I would get off a busy bus if there was a crash. Kids stand up and bus drivers don't manage them. |
| 45 | Traffic using A5. Traffic in Llangefni. |
| 46 | Larger disabled parking areas to account for large taxis and mini buses. Needs to be thought for drop off spaces at venues such as supermarkets, leisure centres, community venues you know. Better management of these venues to stop people parking illegally. |
| 47 | Can't think of any. |
| 48 | Fulltime firefighters' opportunities in Gwynedd. |
| 49 | More education concerning old age. |
| 50 | Do you provide services in different languages and BSL? |
| 51 | Flooding, excess water, flash floods, dirty water run off fields. |
| 52 | Who is responsible for cleaning roads? They need to do better! |

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| 53 | Lots of things. Wildfire in summer. Kids underestimating risks in water. Local river is shallow, but can change quickly and catch people out, especially if they are not local. |
| 54 | Weather. |
| 55 | Recruitment in some areas. |
| 56 | More prevention activity in the Dolgellau. Limited numbers of staff here currently. |
| 57 | No. |
| 58 | Quality of life for everyone. |
| 59 | Cause and effect of cars/vans parking on paths. |
| 60 | To save costs and time, be efficient. |
| 61 | Funding cuts to public services. You should have a strong business case to secure extra funding. |
| 62 | Mud on roads are a huge risk to other drivers. Farmers left a right mess on the roads this year. don't clean up like they used to do. |
| 63 | Water safety talks at Bala lake. |
| 64 | Improve female facilities. |
| 65 | Do more around speeding. Increased number of farm accidents. |
| 66 | Use the leisure centre as much as possible. |
| 67 | You need to consult with young children as well. Year 7, 8 & 9 etc. They are the future. They come up with good ideas. Different perspectives. |
| 68 | When asking for gender/sexuality, you could just use blank space for everyone to define their preferences using their own words. This approach is inclusive. |
| 69 | Water safety risks. |
| 70 | Not that I can think of. |
| 71 | New or improved areas of work could include working closer with charities and voluntary sector. |
| 72 | Terrorist attacks on local venues, MPs offices, places of worship. Consider impact of growth to Wrexham football. |
| 73 | Dual role of firefighter and paramedic like they do in USA. |
| 74 | No. |
| 75 | Not at this moment in time. |
| 76 | I think things are going well, so I have no idea what you can say. |
| 77 | Provided a list of risks on the front page. |
| 78 | Consider becoming an accredited organisation. Forward thinking employers now recognise caring as a barrier to recruitment and retaining existing members of their organisation. These employers recognise that caring will have an increasing impact on their employees and their business as a result. Currently 90% of working carers are aged 30 plus – employees in their prime employment years. The 2021 Census found that the biggest proportion of people caring in Wales are from the 55-59 age group. |
| 79 | Fire engine in Penley to cover Overton, Hamner and Bronington. Too much reliance on Whitchurch and other English fire stations. |
| 80 | Farms with plans to have fields full of solar panels. Gaps between panels are tight, can you get fire engine to a fire if one broke out in a solar farm? |
| 81 | Fire Station in Kimnal Bay? If not, why not? |
| 82 | Campaign to ban quad bikes on roads in Urban areas. |
| 83 | Animal rescue. Also, mountain rescue services just in case funding gets pulled from current mountain rescue teams. |
| 84 | Services appear fine, just be inclusive in how you deliver them. |
| 85 | Bulk buy fuel to save costs. |

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| 86 | Not really. |
| 87 | Keep up the good work organising community events. |

Appendix H

| Ref | EDI Comments |
|-----|---|
| 1 | In your EqIA: Mental health and wellbeing cover a broad group of people that experience low mood, anxiety, depression etc. - Everyone has mental health and personal wellbeing which can dip from day to day. This should cover everyone, not just a select few with mental health disorders. A comprehensive mapping exercise has identified mental health charities and support groups in all three areas of the service. - What are these 3 areas?? Which Charities? Need to mention the Service support schemes. |
| 2 | Whilst the EqIA makes commendable strides in addressing broader inclusivity concerns, it could be enhanced by directly addressing non-binary facilities and the formalisation of time for mental health and wellbeing within the workplace. Whilst the EqIA acknowledges the importance of engaging with the trans and non-binary communities, it does not explicitly address the need for inclusive, non-gendered changing and shower facilities. These facilities are critical for creating a more welcoming and respectful environment for non-binary individuals. Whilst the EqIA mentions mental health and wellbeing as a priority and includes plans for engaging mental health charities and support groups, it does not suggest formalising dedicated time within the working day for mental health and wellbeing activities or regular inclusivity input. Having a structured hour for this would provide firefighters with the necessary time and space to address their mental health proactively, contributing to both their personal wellbeing and operational effectiveness. Regular and topical EDI input can help maintain an inclusive workplace. |
| 3 | Still appears to be a huge divide between grey book and green book. Expenses and allowances are not equally approved. CPD and training opportunities don't appear to be available for green book in the same way grey book have huge budgets to develop ops staff. More leadership and management training is required. [REDACTED] does a good job with the resources she has and the conferences that are organised are beneficial. I feel more informal and formal training opportunities are required for green book staff, especially to aid the development of future leaders and it would be an effective way to develop future leaders before they have leadership responsibilities. More focus could be on disability. Although neurodiversity networks and training has been welcomed feature of the Service, not enough is done around physical disability and more drive and leadership needs to come from SLT and leaders |
| 4 | Businesses need to think about better support for new staff [from overseas]. We don't know anything [i.e. safety protocols]. |
| 5 | You mentioned that [the Service] educate children through schools, but what about children that don't go to school? You should look into how the Service cater for home schooled children and those who are excluded. |
| 6 | It is good to see North Wales Fire Service at these events [organised by Autism Wales]. |
| 7 | Recruit more from LGBTQ. |
| 8 | Gender equality in its broadest sense. Transphobia is a real thing when you experience it almost every day. |
| 9 | Create information in more languages to help those who are not first language Welsh/English. |
| 10 | Needs of trans, mental health and disability who often get left behind. |

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| 11 | How do people without a mobile phone contact fire (i.e. call 999). Phone boxes don't exist anymore. There is a movement towards people not having/using mobile phone devises. Some people cant afford to have a phone either [Socio-economic status]. |
| 12 | Consider all age groups. |
| 13 | All staff in your service that engage with the community should link with MIND and other mental health charities. |
| 14 | Mental health and wellbeing. |
| 15 | Don't discriminate against people with historic mental health diagnosis. |
| 16 | Your equality impact assessment is useful. It is good to see mental health is considered. |
| 17 | Refugees have unique needs. It is pleasing that you have thought about us [Refugees and people living in the area that have arrived through the resettlement programme]. |
| 18 | Water safety, drowning campaigns and acknowledging people (ethnic groups of people) that can't swim. One family in the group lost their son last year in a drowning incident in Barmouth. |
| 19 | Student considerations. Age, intergenerational factors, values led, neurodivergence, sexuality and gender diversity. |
| 20 | Equal investment in all areas of fire safety. Huge gap in HMOs currently. |
| 21 | Risks to students and young people. |
| 22 | Cultural differences. |
| 23 | International students. |
| 24 | Inequality and racism. |
| 25 | Racism and hate crime |
| 26 | Think about the barrier's young adults in HE [University] face and how you can create part time jobs for fulltime students whilst they study. |
| 27 | Student population are a unique market with strange behaviours. away from home first time etc. |
| 28 | International students. |
| 29 | Ensure the Welsh language is developed and maintained. |
| 30 | How promotion [Recruitment] targets younger people. [Specific reference to on-call recruitment in Buckley]. |
| 31 | Inconsistent service in Buckley [Comment made in reference to Buckley being unavailable some of the time]. |
| 32 | Old people I guess. |
| 33 | Consider how you will speak [communicate] with older people [From Polish background that speak very little or no Welsh/English]. |
| 34 | Your commitment and engagement in rural areas should be equal to everything that happens in larger towns and Wrexham. |
| 35 | Improve response in all areas, not just Wrexham and Rhyl. |
| 36 | Older people. Limited mobility. |
| 37 | Those with physical disabilities and those isolated [lack of social mobility]. |
| 38 | I think just being mindful as to how people are identifying as and if you get it incorrect just correct yourself, apologise and move on. |
| 39 | Entry requirements and removing barriers to joining. Thinking about people that haven't got GCSEs. |
| 40 | Access. Resources in Polish languages. |
| 41 | More diversity to people that don't fit the stereotypical fire service. |

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| 42 | Inequality. Not equal access to swimming lessons in schools. Rubbish swimming lesson provision. |
| 43 | Bring North Wales fire rescue website up to date. |
| 44 | Create jobs for local people. Fire service tends to attract people from England when there are enough local people to choose from. |
| 45 | work with local employers to create dual roles. |
| 46 | People living longer, but not healthy. |
| 47 | We [older people aged 65+] are more likely to fall over. We rarely go out alone which is not the same as being alone [feel she has lost a sense of independence] |
| 48 | Lack of access due to poor on street parking |
| 49 | Relocation of staff in the future requires careful consideration. |
| 50 | Equality to fire cover. |
| 51 | BSL Considerations. Deaf. Hearing loss. |
| 52 | Ability to access the same services as Caernarfon and Bangor. |
| 53 | Thank you for listening to us. |
| 54 | People in wheelchairs and power chairs. |
| 55 | Access to fire service promptly. |
| 56 | Improve female facilities is a common barrier. |
| 57 | No comment. |
| 58 | Think about all religions. |
| 59 | Ensure populated areas don't see a reduction in firefighters, fire appliances or fire stations. |
| 60 | Risks to area in response to a terrorist attack or large-scale explosion to fuel station opposite the University or chemical factory on industrial estate. |
| 61 | Best value for money. Consider dual role, address CPR and first responder risks when ambulances are stuck at A+E. |
| 62 | Procurement and where you purchase items from, where items you purchase are made, modern slavery etc. |
| 63 | Good to see gender covered. |
| 64 | Carers (paid and unpaid). |
| 65 | The fire service has broadly covered ethnicity and you are clearly engaging with us. |
| 66 | No equality of service in rural areas east of Wrexham. |
| 67 | BSL needs to be embedded through anything. |

Appendix I

| Ref | COMMENTS RECEIVED OUTSIDE CONSULTATION (Facebook, email etc.) |
|-----|---|
| 1 | <p>Subject: Community Risk Management Plan 2024 - 2029</p> <p>I write to commend you on the presentation of your "Community Risk Management Plan 2024 - 2029" as published on your website at the following hyperlink. https://www.northwalesfire.gov.wales/media/esphgori/nwfrs-community-risk-management-plan-2024-2029-final.pdf</p> <p>I write to enquire whether the Fire and Rescue Service have undertaken any risk assessments and published guidance on how wind turbine fires on industrial sites in a forestry setting should be managed in Wales.</p> <p>The 10 pre-assessed areas for industrial wind energy sites are outlined in Welsh Government "Future Wales National Pan 2040". The plan is reproduced below in Annex 1 for your convenience.</p> <p>Many of the proposed wind energy projects, now being submitted for planning permission, comprise wind turbines with heights from ground level in the region of 200 metres, creating a challenging environment for the Fire Service, particularly in an upland forest setting. As you are no doubt aware, there have been numerous fires recorded on wind energy sites in various countries. A typical photograph is included in Annex 2 below.</p> <p>I would be grateful if you could give consideration to including details - in your Risk Management Plan - of how any future fire on these industrial sites should be managed to mitigate risk to the general public and site operators.</p> <p>I look forward to your observations at your convenience. Thank you.</p> |
| 2 | Here we go again! |
| 3 | Are you producing a fire cover review within this at all? Given the chargrin around reducing Wholetime appliances last time it would be good to know |