

Strategic Plan and IRMP 2021/24 Consultation Responses.

Below are all the comments from the consultation in question order. Comments that say: not applicable, N/A and no have been removed. As well as any containing a personal email address.

Q1

A highly professional and well trained crew that have the experience and knowledge to perform the job efficiently and competently. Enough resources to reach rural areas in a reasonable amount of time, even when some stations are unavailable.
all fire fighters should be full time
answering some emergency first aid calls such as Heart issues if the ambulance service is busy
Assistance to the Ambulance Service
assisting other agencies
Attend schools and colleges to educate and inspire children and young people. Not only teaching about fire safety and the dangers, but also about working in a public service role.
Better coverage for rural areas. Much too Hull centric. Also please change the name - there is no such place as H#####ide, Thank you
Budgets permitting, continued education sessions/packs in relation to fire safety & awareness across schools and community groups
Continuously seek and implement improvements
Country roads have the highest number of road traffic accidents. Should one occur near the south Holderness Coast a travel time of 15 minutes to the trauma centre is, I believe, very optimistic
Currently we are not responding effectively. Carbon Monoxide alarm activations are attended by an operational appliance AND a Hazmat officer; a hazmat officer is all that is needed for these incidents. AFA incidents have been diluted to an operational appliance attending at normal road speed; FDS officers (some of whom have not taken charge of a single incident in a whole calender year) could attend these. Cut backs have left the service short of 'manpower' and appliances, with 'village' fire appliances been utilised to cover shortfalls regularly in the city.
educating people, the older and vulnerable as well as young people
Education of public and children in schools; advice of preventative measures.
Enforce, legislation for fire safety and inspect premises failing in their legal duties
Ensure your staffing meets the demands placed on it in our area and that they are regularly evaluated to meet all new regulations and advances in techniques to deal with all these situations.
Ensuring that all pumps are available at all times especially when covering more rural areas where attendance can be longer. Ensuring the wellbeing of all of your employees.
excellent service
Flooding incidents and then other weather related events
Goole - 1 boat, 2 flood rafts
Have at least one or two crew members to be trained in the operation of portable defibrillators
Healthy young man trapped in large manhole in Hessle and I tried my level best to speak to your people via switch board. Ignoring any useful though maybe unusual idea without consideration can prove expensive to life n limb. All I tried so desperately to say. Grab one of those big dustbins, cut

hole, slot water pipe through, wrapping other end a dozen times round exhaust, connect to water supply. Give youngen one of your air sets. Place inverted bin over his head and brilliant if room allows, lower around him into rising water and let physics do the rest. Seals to water pipe will maintain pressure, youngen keeps warm and with a powerful light and tools he very likely frees his'en. One thing is sure he would not have died from hypothermia. Now design a bell n use it. Stay safe. Tony
How are you working with the police, ambulance and local authorities
How do you provide value for money as a public service?
I can't think of anything - unless you include rescuing animals, which I'm sure you do, though it's not specifically mentioned
I don't think you have missed anything as the statements are broad - what this does mean is that they are open to interpretation and people may expect things within a statement that does not occur. Also there is no mention of money which I think impacts on the range of services. So bullet point three is clearly the priority
I feel the list should include water rescue, iec, etc or at least point to the fact that the list is not exhaustive.
I have no idea about the work you do.
I think a key area which I'm sure the Grenfell project team are addressing currently is the varying highrise procedures across the Service. These should be standardised in order to satisfy "we respond quickly and effectively to emergency incidents"
I think more community events should be attended if possible nice to see fire service in a none emergency role
I think support needs to be given to partner agencies such as the CQC where care services are found to contain areas of risk, a response would be beneficial to ensure peoples' safety
I think that covers all I'd expect
I would like to see fire and rescue return to issuing building fire certificates instead of relying on occupiers/landlord risk assessments, which of not suitable and sufficient may lead to poor fire safety precautions (Grenfell is a good example. I don't think this would have happened if fire and rescue had to issue the building fire certificate).
If only it was so simple!
Increase home visits for vulnerable people
Increased pressure on the government for the non statutory additional responsibilities the Fire and Rescue services take on such as water rescue, MTFA etc .The Fire and Rescue service should be funded for this.
It seems fairly comprehensive
Just an idea - my friend has been with the fire service for almost 12 years. He continually states how much free time he has when not on a shout and how he would like the opportunity within the community where he works. He complains a number of times per year about kids and youths who target him and his crew whilst working - why don't you look at actively working to reduce this sort of behaviour within the community? You could act a a police service and patrol area where there are problems? Just an idea and one that I will put forward at the next council meeting.
Maybe more engagement with schools, post covid
More about emergency response
More focus on supporting the elderly and vulnerable in the region with the police.
Only have the Fire Service as your main function as it was 20 years ago when firefighters were proud to go to work.
Possibly covered elsewhere - Risks associated with anti-social behaviour such as misuse of fireworks.
Promoting fire safety and helping to promote road safety
Recruit more wholtime firefighters giving priority to those that live in your service area so you can more closely represent the community that you protect
Spend tax payers money efficiently and morally for the long term good in support of the common goal.

Start managing bad management and aggressive behavior
Stop being political. Just be a fire service.
Targeted advice for disabled people
Thank you
Thank you for the excellent work thst you do day in day out
The Service is currently providing a limited emergency response provision in partnership with ambulance services within the region, this response is saving lives and making a real difference to our communities, I believe this should now be expanded to all Stations within the service in order that we can save more lives.
There could maybe be a reference to education and prevention activities. The heading 'we help the public and businesses to stay safe' makes reference to general safety but educational and prevention activities help to intervene early and educate the public around safety.
Use better terminology - road traffic accidents should be road traffic collisions, the majority happen because someone does something wrong, it is not an accident.
Very comprehensive documents
We appreciated the assistance of the Fire and Rescue service when the immediate area was flooded.
We have never required your assistance, but do value the work you do.
We promote as service without unconscious bias
We should be talking about safety for all of our personnel, not just firefighters. Advocates and Inspectors enter homes and businesses.
We think ahead and don't rely too much just on trends and statistics because we are there to resolve those once in 50 year events
We value our people and the commitment to our communities
We value our staff.
When I ring the 0300 number, I expect to connect to someone in the Safety section. I have rung an been connected to the emergency control room, that does worry me and wonder if I have done something wrong.
When You Take A Call It's Every Minute Counts To Get To Incident But I Wonder How You Tackle Bad Parking At A School And At "T" Junctions, They Do Not Care, I Have Been In Contact With The Coucil About A Very Good Perfect Solution But They Always Come Up With An Excuse. So nothing Get Done.I
Working with schools to educate students on fire safety.
Working withard the other services in the humberside area
Would like western gailles way to have access out by road via hallcoat view
You can tell us that about Recruitment
You could maybe have an online service or something where people can ask questions and you could put advice on with things like fire alarms
You do what you do well, why dilute this service with other irrelevances.
You must also understand the key risks to life and public safety and the measures essential to mitigate those risks. i.e. chemical plant, refinery, flammable manufacturing processes, dangerous roads.
You're doing a good job

Q2

24hr advice not necessary

A lot of older or more socially deprived population don't have online access, smarphone etc.
A pop up on line chat facility on the website, like car dealerships have.
Accessible information, I.e.Braille, audio formats
All platforms and innovations should be explored in consideration of differnet needs of communities/businesses.
Although I understand the wider opportunity for the public to have access to assistance and would be beneficial in a modern time and way of working, I juts feel the personal touch and sense of feeling is lost when not done face to face and we often pick up additional triggers that could be missed on a video call or someone using an app
An app with the ability to request a face to face meeting would be great. A great function for the app would be a resource page so members of the public & businesses can purchase fire safety equipment that your expertise recommend. Particularly useful for fire extinguishers & blankets for businesses, even the ability to buy directly from you would be a good option if possible. Having the ability for a business to book an inspection of their property to help with fire safety would also be a great thing to have.
An app would be an excellent way to allow people to contact the service or ask advice
An app would be very useful
App yes. Face to face no. Fire fighters should be doing just that not talking on the phone or the internet.
Apps and videos are not inclusive
As a public service someone is always available
Both options cover all group e.g. young people or people who like technology and the more mature generation who might prefer a telephone call. Offering video chats is also good as we are getting more used to zoom and MS Teams now.
Care to ensure equal access to advice to persons without the necessary technology or the knowledge to use it
Chnge the name - there is no such place as H=====ide
Close personal contact should resume once this pandemic is over
Consider recording all messages through switchboard and have some excellent fitter listen to all suggestions. Sometimes the daftest ideas being invention
Developing online apps and e-facilities should not be a replacement for frontline officers, it should be to compliment and not mean that headcount should be reduced as its already too low.
Difficult for the older age group not familiar with apps etc.
Do not put every single call through to Service Control
Do you have social media presence? Could you help to keep communities updated through Facebook groups etc?
Do you need an app for the content you would be displaying, or would a responsive website be sufficient? As an app developer, I would warn you that apps are typically more expensive than websites initially and in on going maintenance. If the content is only ever going to be online than a website might be a more cost effective option, saving money for other services you offer.
Drop in sessions in local community areas to discuss any problems first hand like the police do
Econsult so we can complete forms and send them in for advice
Ensure the app is user friendly.
face to face information is much better received and more accessible to meet the needs of the whole community

Face to face is best
Face to face over video link could allow more contacts to be completed in a shorter timeframe. Less travelling would free up time for staff to support more of the community. A 24/7 reference library would cover everyone not all of the community and businesses operate during day time hours.
Front of house touch screen TV's at all our buildings giving advice and contact details , such as the ones at most estate agents, gives additional contact that is sometimes missed when stations are not crewed or crews out.
Good communication may reduce the deliberate fire starting.
Good idea, as I know work so hard and risking their life's, surely better online, then coming out to workplaces etc, saves money as well, that can be used in fireservices
Have occasional drop in sessions for the public. Even if it's just to explain all that the service does!
How do assess that the members of the community can use such technology
Human interaction is important, face to face video call is good, don't just make it an online resource.
I agree that embracing technology can have a positive impact on people, the organisation and environment. Work is something you do not somewhere you are. This would need to be balanced with effective policy and procedure to support the workforce.
I agree with the idea of an App but this must only be as a supplementary information stream. Many members of my community are elderly and will not be able to access either an app or video calling facility. I would also stress the importance of face to face visits to spot hazards that may not be obvious to residents
I believe that at times face to face is the best way Technology can phase some people not always the old and its easier to check body language
I can tell already you're considering cost-cutting.
I feel an app may not be required. Utilise website further.
i feel this could be a valuable tool in today's social media age but you also need to ensure other avenues are still available.
I guess most elderly people will want an actual visit, and from your perspective that would help you to ensure the person's safety, however, the younger generation or those technologically minded it may work better to get advice/information on-line or other the telephone etc and this would then free up your valuable time to deal with emergencies.
I have had no requirement to contact the fire service so do not currently feel I would require an app. Helpful around the home tips maybe useful if located on an app.
I like the idea of doing more video and telephone calls. I'm not sure how the app is any different to content on the website which is already accessible 24/7
I like the idea of offering a video call or telephone call. How is the app any different to access safety content on the website? would it ask more probing questions to give the person the right response.
I really like the ideas and more and more people are using apps so seems a logical route.
I think there needs to be a careful balance between online and person contact as it's still important to see the fire and rescue services in real life.
I think an App would be a great idea for advice and guidance.
I think an App, simple to follow, is an excellent idea

I think having this resilience in place is good but imo people also need to meet to improve communication and mental health
I think it would be very good to have a dedicated person available 24/7 to answer safety questions and advice. I have been told that I will be contacted before but that hasn't happened
I think it would help keep the public aware of the service's activities.
I think these are good ideas, especially considering the current situation where face to face contact is limited. I do think there is always a place for face to face contact and discussions so I would also support this continuing where it can.
I think video conferencing is the best idea as we have got used to using it with Covid.
I would not support an APP but would support the telephone or face to face engagement
If you develop an app, please make sure that it is accessible to all android IOS's. The current Covid 19 app will not work with our phones as they are IOS 5.0
I'm not sure what it is meant to replace. Remember not everyone has a computer or smart phone, and people will be deterred from phoning if it takes too long or is too complicated
I'm not sure why a video call would be beneficial. A telephone call should suffice.
In a digital world where the public is increasingly accessing various services through digital devices, having contact with our emergency services such as the fire brigade this way I think is essential.
In vulnerable communities, establishing an ambassador type role who can facilitate two way communication. Help you understand their vulnerabilities but in return champion your messages. Bottom up approach.
Involve schools and children they are our future
Isthis intended to eliminate direct contact with the public or as an addition to the existing service?
It can't be one or the other, it needs to be both (and probably more routes in should be considered) We need to ask specific groups how they want to contact us, and not just assume we have the answer.
It depends who is answering the questions, will it be retired firemen or serving firemen
It needs to be a mix of communication services. It is important to identify people who are more vulnerable and need face to face.
It would be helpful if someone could do a safety inspection of private housing. Unfortunately this is not likely to be feasible due to lack of manpower & cost.
It would be very helpful in my opinion to be able to access online help for specific advice.
it's a good idea
Look at ways to better engage rather than stay away. You will just alienate people and people won't bother getting in contact for a terrible service
Make more effective use of the online incident page report ALL incidents
Make sure the App can work on Android and IOS
many older and learning disabled and those who have difficulty reading need to be considered when planning public contact
more leaflets through doors for elderly who may not have it skills
More support for the elderly
My worry would be the elderly and or people who dont have the ability 6use apps and computers

My own experience in visits to our rugby club is on most occasions it has been friendly advice on improvements and solutions to issues rather than by the book answers - which can be prohibitively expensive. Believe it is important it stays this way.
Not sure don't know enough about the subject
Not sure what the intention of this is, some clarification of the intended purpose of this would be helpful.
offer advice/the legalities of having bonfires in open spaces/gardens
office staff working from home were possible
Old people who need us, don't all have or want access to the internet or a computer.
On line app for children as well
Online app for operational crews e.g. incident command aide memoire, rtc sequence of events, IEC algorithm, etc
Online app preferred.
On-line fire safety videos aimed at different age groups. e.g. checking your smoke/carbon monoxide detector; best practice fire safety advice for the home or office, etc.
Open days aimed at children to get them to think about fire and safety, also a possible recruitment tool
Personal advice, given on site, person-to-person, should not be sacrificed in the name of manpower-saving.
Please remember that certain age groups, (and lower income families?), don't always have access to smartphones etc required to access apps. Is there an opportunity to liaise with local authorities, (Hull City Council, East Riding Council and perhaps even K.Com to promote the app via their home websites?)
Produce educational "prevention/information" films, eg charging mobile phones at night, firework safety, etc.
running Business safety courses to Business owners
Safety information does need to be more readily available, an App would be great
Schools should use it
socially we need to interact online stuff in the long run will cause more mental health issues not to mention reduction in skills you cannot beat demonstration
Some older people in the community or people with a learning disability and or mental health issues may continue to still benefit from a face to face visit and practical help with fire prevention, as they may not be proactive in contacting the service for help and assistance
Sounds OK. I don't have a smart phone so couldn't use an app
The app could in some way benefit the fire and rescue service by offering advice on health and safety matters which in turn help to avoid accidents and fires in the home.
The cost of setting this facility would have a bearing on this for me , as I don't think the public in general would use it
The elderly and people with learning difficulties may have problems accessing/using an app, so the option to talk with someone is essential
The fire service should use interactive multi-media technologies, such as Amazon's Alexa to deliver home fire safety information.
The information provided in these apps or from operational teams is so generic and this is wasted effort and distracts from the legal enforcement of rules

The introduction of an app must not mean a reduction of personnel
The support staff with the specific specialist knowledge need to be available 24/7 too not just the operational crews with minimal knowledge or this vision fails instantly
There are online apps for everything - one more will just disappear amid the noise
There is a continual assumption from many areas that IT is the way ahead and assuming everyone will have access to computers etc. I personally don't have an issue but many don't have access or struggle to use IT. An alternative should still be made available where possible. .
There is still a large number of older people who are not computer literate so I think it is too soon to introduce systems that rely on the use of a computer/app etc.
Think communities want a "real" person to talk to, not a faceless App
This could be part of a bigger picture - i.e. an app for all Fire and Rescue Services and then drill down to local Fire and Rescue Services. Obviously fire safety advice is universal so advice shouldn't be an issue. You could have an option for "select your area" to get more tailored advice including local contacts etc.
This is a good idea but it is important that any public concerns are recorded through the 101 service. As a Police volunteer and chair of my local Neighbourhood Watch it has been useful to call our LPT from time to time however, in order to keep up the local statistics, public concerns need to be recorded thru the 101 service.
This must be balanced with regular interaction and face to face contact as a virtual / IT based meetings can also have a negative effect on the mental health and wellbeing of personnel.
This would be a worthwhile addition to the service providing the staff manning this service were in addition to existing staff.
Very progressive and a step forward
Website and printed information doesn't clearly point people in the right direction - for example little guidance on completing online requests rather than ringing.
What are the costs vs benefits of these suggestions?
what happens if do not have a device that you can add apps to I do not own a smart phone or ipad.
Whilst I understand that Covid restricts personal contact I think visits to premises to give advice is essential for some
why can't fire have a non emergency number like Police and NHS ? that's short and simple to remember as well
why waste money developing an app for nosy people ? this information is for yourself the police and any other professionals.
would need more information before commenting
would support as an additional also consider disabilities here, not everyone can hear or see
You Are Trying To Reach Out To Everyone But Everyone Does Not Have A Mobile Or Do Not Want To Be On Social Networks Like I Don't.
You could add face to face group sessions e.g. Via ZOOM
You could maybe have a non emergency line like the police for things that are not life threatening
You need to consider the demographic of those who will be seeking advice and guidance. An online app and video calls will be absolutely alien to some age groups and could become a barrier.
You need to do whatever to keep yourselves as safe as possible

YouTube fire safety hints & tips videos could be helpful.

Q3

5g development
a lack and decline in training insufficient numbers of operational personnel
A rise in traffic accidents specially involving cyclists following surge in their use.
additional risks to infrastructure: rail lines, roads underground pipes and cables
After the events in Salisbury, I think you need to have a greater HAZMAT capability
aircraft colliding with wind turbines
Although not new there seems to be more crop and barn fires at certain times of the year and as the weather changes that impact farmers crops this may change how many or when they happen or cause other issues
An ageing population. A more diverse population. Reduced access to water. More accidental fires like wild fires. An increasing rate of life limiting illness, associated immobility and deteriorating mental health. The changing nature of businesses including the affects of cyber crime, slavery and drug production
Any new developments may have an impact on existing considerations
As described within Q1, our other Blue Light agencies are in danger of being overwhelmed and in particular the Ambulance Service, the risks of members of our community not receiving the care required when subject to life threatening conditions is on the increase, we can make a difference to this and contribute to the saving of more lives.
Being close to the River Humber city flooding could be devastating and the drains cannot cope
Civil disorder
Civil unrest following pandemic outcomes
Climate change risk
Climate change will begin/continue to Dictate what we need to prepare for next
Coastal erosion and the increasing risks of landslides
Compact fire engines are not useful. Off road capability to place pumps and hose with large HGV bulk tankers to take water far away thus breaking the water cycle would be a better investment
Compact transport may be an issue nowadays due to Covid
COVID
Covid-19 or another pandemic reducing number of Fire Fighters available or additional PPE to reduce chance of infection.
Crime and anti social behaviour
Crimes against the service and the crew. Assaults and criminal damage.
Defiantly with Covid I believe you need think about cover/protection of staff and if say a hospital had to be evacuated with these infectious disease wards.
Development of alternative fuel/energy and tactics and techniques to move with the times.
Droughts?

due to cuts and modern ways of attempting to train online i believe our skills are getting eroded for the benefit to achieve 100% on a tick box system
Environmental contamination from natural and man made substances
expansion of housing developments increasing requirements for call outs
Extreme weather
Fires associated with growing wind power network
For boat stations, better equipment and ppe would provide a better more efficient response, and reassure those techs to know they have what they need to provide the perfect service.
Human health, agriculture and food security, fresh water supplies.
I believe in the need for more fire fighters on engines to be able to effectively deal with larger incidents where more people are needed.
I have been a part of the recent MTA exercises and I believe that the ever present risk of this type of attack should be considered. The MTA policy needs a number of amendments which I'm sure will be addressed by the Tactical Debrief which is to be held.
immigration / refugees and the risk they bring with under developed cultures.
Impact of pandemic
In future more people may continue to work from home. This may have an impact on dwelling fires spanning different times of the day to previous.
In trying to be all things to all people we at risk of being unable to properly fulfill our primary duties. COVID-19 being a clear example.
Increased use of helicopters as emergency vehicle, what if they crash in built up areas ?
Inland flooding, flash floods from storms
Issues around climate change, use of new materials, e.g. Grenfell, does Covid have any bearing, unknown pandemics in future.
issues due to rising temperatures
It would be useful to give advice to owners of property liable to flooding, for example those next to a watercourse
Lack of funding to be able to deliver future needs.
Lack of large pumping equipment if suppliers are already assisting other areas in the UK when a large flooding incident then occurs in our region.
lack of resources to fight emergencies
Large scale developments planned for lots of towns and cities which will increase the areas life risks and possibly lead to more localised flooding depending where the properties are built. Should pump numbers be getting increased to cover this rather than looking at smaller vehicles and crews?
Larger population requiring more fireservice exits from buildings as more people become too obese
Liaise with Anglian Water and local land owners to ensure that rivers and dykes are regularly dredged to avoid flooding.
Local and National interest attracts
Major incident planning for Humberside airport and the various docks along the Humber bank

major incidents
mental health Suicide attempts
moorland fires after hatfield
More cars blocking residential roads which would hinder access
more houses more risks
more maintenance of trees that pose risks in adverse weather on western gales way
More severe weather events, major failure of critical national infrastructure due to weather, cyber attack etc
New risks are a part of life and develop as society grows. If you don't know what they are, how am I supposed to?
Not necessarily new, I think the risk from terrorism is still a real risk and that home made bombs been made in homes HFRS staff may visit is a risk
Not quite sure if liaising with Council's Planning Dept re extra special risks should be applied to housing the elderly.
Not within your remit, Plant trees to capture falling water and lift water from below soil. Sink cofferdams inland of cliffs creating bodies of wholesome water. Work out optimum depth for water courses, so when you dredge you don't lower water table. Dredge Humber etc. Get those clever Flemings to build a great causeway down east coast to carry rail n road, carry turbines for tidal power and build harbours and a new Royal Navy to protect all those wind turbines. Well you did ask! Failing all that get young folk just like that Hessle lad n train them as survivalists like Royal Navy do. Yonks ago The Great King Charles hired an Engineer to create ditches, dykes n canals to divert the water from around Trent n Humber 'Bassetlaw district' n the crazing farmers wrecked it all and to this day complain about flooding. You should campaign to have folks who live along canals n water ways to maintain them and live free of local taxes. If they decline, throw them off the land.
Off Road Vehicles for animal rescues rather than hugh prime movers with pods
Opportunities to work with and train new energy processes
Outcomes from covid
PANDEMIC
pandemic"s
Pandemics
Pandemics
Possible driverless vehicles or delivery drones.
Possibly increased storms and high winds.
public disorder events which may restrict access to emergency services and/or cause high risk situations eg. arson
Regarding question 5 - firstly you need to maintain a balance, off reading and lighter vehicles are all well and good for dealing with grassland fires & flooding but they are very poor for dealing with traditional incidents like household fires. You must maintain the current style of tender fleet to ensure you do not foresake one area to improve another. Rosenbauer has some very good compact traditional style water tenders if you are interested in adapting the entire fleet. Regarding 6- climate change will see us facing increased flooding, costal erosion, land subsidence, wildfire/grassland fire, and likely major pollution incidents. This may mean, particularly with offshore infrastructure that your organisations ability to clean up oil & other contaminates at the seafront will rise significantly. Water based incidents with rising sea levels are also likely to increase. More violent & frequent storms may develop

which may see you dealing with more building collapses & rescue incidents. For worst case situations it may be best looking into how to cope with water shortages and/or communication & electrical failure on grid levels.
Renewable energy risks and developments
Risk losing control of a management style that allows too much interference from a disinterested workforce
Risk of becoming so wrapped up in political sways and having a perceived right image. Just get on with saving lives regardless of image or any other whim
Risk of infections during the current Covid-19 situation
Risks develop constantly e.g. Covid, so impossible to plan for every eventuality but need to have capacity to plan.
Sadly, I think a risk to all public services is terrorism and also attacks on staff trying to carry out their duties.
Simple, Get The Dame Council Of Their Backsides And Get Dredging NOW, Simple Prevention, But They Wait Till It Goes Wrong
Staff and resource cutbacks need to still be considered
Staff shortages, no planning on fire stations for covid 19 risk
Storm damage.
terror threats
Terrorism
Terrorism and Major protests
the ability to work without power and internet as this could be a future issue with flooding and cyber attacks for Q5 these smaller off road vehicles need to be along side the fire engines and not a replacment.
The breakdown of society and risk to emergency personnel whilst doing their job.
the excessive number of housing covering what was farmland which provided natural drainage of rainfall. the flood alleviation work has not solved all flooding
The news often reports that our emergency services are at risk of attack from some members of society.
The possibility of having large numbers of staff off work at one time
The public.
The risk is that further budget cuts will lead to the more compact vehicles replacing fire engines, provide less resources when the potential demand for resources is increasing.
The risk of two large incidents running along side each other. The risk being not enough appliances and staff to deal with them effectively and safely.
There is an ever present security risk in the form of domestic or international terrorism. I assume that this is considered although discussions are restricted on security grounds probably covered under major incident planning.
To reduce the risk of properties being flooded, building on flood plains should cease. We used to have to live near water for bathing, transport and drinking. This no longer applies so new buildings should be built on higher ground away from water courses.
Unsafe areas where there may be threats to your safety from thugs
volume of incidents (day to day is low) versus predicted worst case scenario
Volunteering roles

Will there be enough resources to maintain a safe environment
We have both BOC installation and the steel works in Scunthorpe. How is the service equipped to deal with any type of incident at either of these 2 sites?
We need to improve our availability on the water by means of a more suitable rescue craft.
Whilst extremely remote, the risk of catastrophic cliff/coastal erosion. Including in proximity to gas terminals/storage.
Who knows what the future holds , i think you plan as well as your able
Wide range of chemical pollutants to be able to contain and possibly work safely in their environment.
With climate changes and maybe earthquakes and high winds and sinkholes which can and do appear preparing for the unexpected will save lives.
With sea level rise flooding could become more severe and larger rescue boating should be considered.
With the 2020 Pandemic and impact of COVID 19 we should look and consider as part of the plan where our staff are located , live, travel times to work and the impact all these factors have , further work is needed to balance our risk against where people are located around the service, the FDS cover and specialisms don't seem to be balanced at the moment.
With the economic outfall of COVID19 pandemic and Brexit, the Service area could see increased social deprivation in communities. This could result in lower, less safe quality of housing along with increased social disorder, i.e. arson, vandalism, protests/riotous behaviour.
Yes we have to consider the risk implications to the crews who may be exposed to covid 19
You do not get paid for flooding so why are you doing this for free?
You have underestimated the changing flood risk
You need to review this more than 3 years

Q4

As an employee of the CQC i think there is much more work needed to improve the response to concerns reported to you about care services.
As important as it is to have a wider community working within our workforce so all are represented I do sometimes feel that the minimum requirements are wrongly adjusted to allow greater access to those less able, when in fact the role requires us to be able to respond to certain physical and mental demands and it should not matter which community you come from, if you pass the test you are good enough, to get in and if that means a low representation then unfortunately we should accept that in the confidence that we have the safest individuals working in our wider community keeping them safe, which is our main aim
Attacks on essential services personnel. Law should be introduced to protect fire persons, police and nhs staff by a minimum sentence of 3 years imprisonment
Consider how information is provided to the community, not everyone has access to technology or smart phones. Maybe articles in local free magazines or sent out with council tax bills or local radio shows. Display boards in Churches and Community Halls.
Despite varied efforts to increase ethnic diversity within fire crews it hasn't worked. Now I believe actual language training should be given to firefighters who are willing so they can actually communicate with the people and better help those within the communities they serve.

Do not be naive and believe everything that communities say is a valid view. Organisational staff can feel just as excluded by the support given to communities in a misguided way.
Experiences I have had from the emergency services, including Fire and Rescue, have been excellent, and personally, I am worried about cuts to public services post Covid.
Follow up support (such as text, e-mail phone call) following installation of smoke detectors for hard of hearing residents.
Get The Council To Spend Money On Prevention
Good idea to have a way for communities to contact you. Don't let the standards drop just to fill a quota for minority groups.
Greater investment in technology for the community, more varied models of staff availability
had no awareness of this
Have you got any set ratios / targets to enhance diversity in the service
Home fire safety checks seem to have fallen off in the last few years, perhaps they should be widely reinstated
I am aware that we have begun to raise our voice in regards to racial injustice but I believe we can be much louder and have a greater impact. We should hold and promote community events for BAME members of our communities and publicly stand strong against systemic and local racism.
I am not bothered whether firefighters are all women, all black, all hindu. Not bothered at all. As long as they are the most qualified and competent people for those jobs. I am against giving someone a job just to make the diversification numbers look good.
I am sure that if certain elements of local communities reciprocated the respect that you afford, your task would be far easier.
I believe everyone should be able to gain access to the same level of support be it; recruitment or fire safety targeting
I believe that all Emergency Services are carrying out their duties and responsibilities in professional and caring manner - even when coming under unreasonable and aggressive behaviour.
I believe you provide an excellent service responding to the changing needs of the communities you serve.
i feel the service tries to be inclusive and strives to ensure it employs a cross section of our social and economic diverse public
I feel we are doing a good job but have to keep developing/moving forward.
I feel we should outsource some of our support services, to a independent professional provider that specializes within these areas , this would then provide a true third party view.
I have always found the fire service the most approachable and helpful of public services
I haven't had to use your services, thank goodness. Greater public awareness of your work would be helpful
I know it is not related but flytipping is out of control
I personally dont think it's our responsibility as a service, I believe the budget you have is better spent on frontline services
I personally feel gay pride etc decorated appliances make a mockery of the service. All sections of the public should be aware that the fire service is there for everyone. How many more sections of society are to be highlighted in this way? BAME, Jewish, BLM etc?????
I think most if not all foreseeable bases are covered very well throughout the service.
I think that everyone should be judged on their merits and less fanfare about black or gay. If someone is gay that's fine but I don't need celebrate it

I think you all do a brilliant job and the email is a great idea so people can get in touch if they have any worries.
I think you are all excellent and do a cracking job- please keep up the good work and I really hope once covid passes an open day can take place.
I think you cover everything. Especially property checks.
I think you need to promote your work more and your e mail is a good idea.
I'm nor aware of any, but don't have experience of the problem
In my experience the members of the service are a credit to themselves and to their leaders.
Increase in neighbourhood crime.
Increase inspection visits to care homes and other sleeping risks
Increased inclusion of our ethnic minority communities and increased representation of people from BAME backgrounds in your workforce and on your Boards.
Individuals vulnerabilities need to be taken on a case by case basis rather than blanket approach. Narrative on cases of vulnerability need to be heard and considered.
Information and communication still seams to be limited to the south bank
It is time for a change of leadership
It would be good if you had something like Crimestoppers where the public can anonymously inform you about risky practices
Ive been to certain houses and unfortunately the occupier is in total denial and our training is only at a certain level and not at a social worker or a mental health worker ,and I do wonder why we are passed these jobs when these house holds are already in the system of being vulnerable .
Keep a close vigils
Links with people seeking asylum (I work with the Red Cross RSFLAT team), trafficked peoples and victims of modern slavery.
Look! You're all amazing n we're damn lucky to have you!
Make it easier to be a volunteer for a firefighter
Make people more aware of this email being in place, my family didn't know about it!!! So how many more don't
Maybe more awareness in schools making children realise the risk of playing with fire/ fireworks I know my child who is 13 has never had a talk apart from by myself about the dangers but recently a house going up in flames due to fireworks is a good point.
More focus on climate change you may have underestimated it
more money needs to be spent on reducing fires rather than reacting to fires.
More planning for the impact of climate change
More presence in the media
More showing your inclusivity. More than just a banner on a building, a sticker or a car or a lanyard, it needs to be seen in the people working for you.
More training and equipment for Mud/Ice and Water rescue
Most people respect all the emergency services unfortunately there are some morons in our community

Much greater focus on adequate level of nationally recognised qualification for the FF's especially those relied upon to train others in any areas. Accepting that all trainers require a minimum level of training in training and a qualification.
My experience of dealing with the service identifies that there have already been changes, one of the main ones has been that the service has been called to support with lifting and moving people that the ambulance service cannot physically assist.
Need to be seen more in the communities
Never had information available for me
Never see fire service representatives out and about anymore
New concepts seem to take too long to embed and develop / implement further, this could be both to the detriment of communities we serve and the people within them.
no I don't believe the fire service exclude anyone, or make anyone feel undervalued or unwelcome in the community if anything I think is the opposite
No that sounds good... previously Street Wardens were a very good link in the community to other council facilities, e.g. fire service and servicing and giving out of smoke alarms etc.
No you all do a fantastic job, when I was working as Sheltered Housing manager for over 60' we had cause a few times to call the fire brigade out nothing major but all were so helpful & patient with my elderly residents, they & I really appreciated you.
no you do a good job
No you provide an excellent service
No, Fire and Rescue are exceptional.
No, I have had only positive interactions with the service. They do an amazing job
No, I think you have already demonstrated that you are representing equality and respect
No, I think you just need to continue with the open and fair approach to all members of the community, taking the opportunities to learn from exposure to different cultures as and when you are involved with them.
No, just need to remember that equal for all means equal for all.
ongoing PPE for ALL activities.
ongoing reviews of service provision and availability systems are aiming to improve the service
Only had one contact and that was great and positive.
Our community is 50% female. Our organisation is not. We need more females per se, but definitely there needs to be more opportunity for our female staff to become senior managers. The promotion routes are simply not there for women or for support staff.
perhaps publish the email in free papers council newsletters so more are aware of this service
Perhaps working more with cultural community groups where English is not the first language to help ensure fire safety and preventative action is taken. However, you probably already do this.
Please return your fire engines to being the traditional red colour, easier to spot in traffic.
Police need to be more visible and not just driving round in cars

Possibly better communication with the Police (if that is possible). At a recent incident where a group of kids set fire to some bushes close to a building and the Police and Fire were called. The HS Fire arrived very swiftly but there were no Police in attendance even after the fire had been extinguished.
Prior to my retirement I found the service was helpful, informative and easy to speak with.
Regional devliution
risk of losing fire engines from my local area. this shouldn't happen
Seems pretty good to me
Stick to your own job. Don't expand into being medics. That's the Ambulance service's job.
Taking diversity over talent/ability
Thankfully I have not had any experience with the fire service, and I mean that in the most positive way ie I haven't needed to call on your services, so I don't actually feel able to answer the question
Thankfully, I've not had to receive the benefit of your services and expertise in the past and hopefully won't in the future.
that there are a growing number of uniformed female members of staff - come retirement an axe or a decanter is not really appropriate - especially for Control Staff - how about champagne glasses?
The current service seems to work well
The message does not get to everyone. Make these links accessible by ensuring ALL communities can access them
The name of Humberside Fire needs to change, it doesn't represent the communities it serves. Humberside as a county was abolished 24 years ago, it's not before time that the abhorrent name 'Humberside' was removed from our fire brigade, and also our police.
The organisation needs to understand and address the culture internally as a priority before it considers how the community may wish it to listen, learn and grow. Smoke and mirrors.
The teams are the best in the world and set the standards for other countries to follow
This is heading in the right direction and I think it's the country that also needs to change as often hear on TV the term fireman instead of firefighter so perhaps there is other bias out there.
This is just corporate white wash many people are to clever in covering up the bias and only say the corporate message when askef
To be honest that reflects the on-call fire service staff more than the community
To much to put here
Too Hull centric
Trying to be another social service is not a good use of scarce resources.
unaware of anything
We are well informed with regards to the services you cover when they happen if appropriate to the community but we don't always learn of the outcome of such events
we just need some one there when needed

We've been trying to make ourselves more inclusive for about 20 years without much success. Have you thought that maybe the groups you are targeting just aren't interested in the fire service and therefore you're wasting your time, effort and money.

when checking hydrants in a street maybe a note through the doors could highlight your visit and all the additional tasks required to keep us safe.

When investing in the service, remember what you are primarily there for and spend accordingly!

Yes My neighbour died & left his fire on niether the police or fire brigade would enter the property--I assume because they didn't want to pay for the `damage` ???

Yes, partnership working needs to mean exactly that, filtered down timely and appropriately. Not an assumption that Fire service will fill in all the gaps that the other services fail to ,time and again decisions are made at a senior level but is not passed on to those it will affect. There is still a superior heirarchy prevailing within the service. Covid-19 has proved to me where the value in this organisation is. Who was REALLY needed? (probably the most undervalued place in the organisation Control}

Your public awareness needs to improve. This certainly goes a long way toward that goal.

Your website doesn't show much diversity

Q5

1

1

1

1

1

1

1

1

1

1

[illegible]

2
2
2
?
1 or 2
1 or 2
2.pdf
2nd
2nd choice - on the right
All are excellent.
As an ex firefighter I would always want operational staff to be at the forefront of anything the service does or provides!
Both
Both
Both
Both look good although I prefer the image with MISSION at the centre. Whilst health, safety and wellbeing is addressed, could mental health be given a specific mention? Not always a work related issue.
Both ok
Both very good
Both work and get the point of "our Mission" across. Example 1 seems better spaced out and more pleasing to the eye. To split bullet pointed sentences up more i would look at possibly putting every other line in a BOLD font.
clear and easy to follow
Complicated
Don't think you can make it any easier all clearly put.
Don't fully understand either of them
Don't have one
Don't mind any of them
Draft Example 1
Eg 1
Eg 1
Either
Either
Either
Either of them
Either of them
Either version

Ex 1
Ex1
Ex1
Example 1
Example 1
Example 1
Example 1
Example 1
Example 1 (the graphic above on the right)
Example 1 appears less wordy, although I realise it is not!
Example 1 is clearer portrait is better suited to show plan
Example 1 is the best version.
Example 1 is visually easier to follow
example 2
Example 2 is easier on the eye
Example 2 is my preference as each of the mission statements appear as being of equal value/importance compared with example 1
Flow diagram is better
From an aesthetical point of view I personally find the second plan easier to read and absorb, especially on a white background
HMICFRS highlighted that you talk a good game in terms of looking after your staff but don't really deliver. Be more honest.
I believe the top 1 is much better than the 2nd. Looks much more professional. However, I do believe that on the back of high profile incidents such as Grenfell we should include something about ensuring we learn and improve from incidents across the country.
I believe you are already doing this but presentations in schools to show the youngsters how to behave and what can happen if they don't I believe is very important. Particularly at this time of year when fireworks are easily accessible and can be extremely dangerous.
I do hope you maintain along with the diversity the fitness to practice in this role as can't see this
I dont have a preference both as good as each other
I don't understand what two of the graphics are trying to depict.
I just wish you well in all your enterprises
I like both
I like both very clear and look good
I like the aims of the strategic plans, but in reference to the 'we value and support the people we employ' aspect to it, I am often on of four fire fighters on call, we are majorly understaff and I constantly feel a moral pressure to remain on call, so my wellbeing and that of other on-call ff's in a being subjected to a lot of stress.

I like the coloured circle logos of plan one but the overall circular layout of plan two, but not the yellow background
I like the layout of the first plan. It is more colourful and effective particularly for people with sight problems.
I like the right hand side one better
I like the road map A4 portrait poster
I like the visual element and that it is key information and not overloaded, as when there is too much detail it is sometimes lost.
I much prefer example 1, it could be less wordy though
I much prefer the first Option (with the coloured circles)! It is clean, modern and easy to understand. The white background also makes it easier to read and more accessible for those with visual impairment as opposed to the yellowy mixed background. I think that is too busy!
I prefer example 1
I prefer example 2 (strategic plan draft 7) as it is easier to understand that your mission is central to your duties, whereas the other plan suggests that everything has to follow a routine which I do not think gives the right impression.
I prefer plan 2
I prefer portrait version
I prefer the 1 on the right
I prefer the circular version.
I prefer the diagrammatic portray on the right
I prefer the landscape model.
I prefer the layout of the right hand one.
I prefer the look and the feel of Example 1. It is easier to read and seems to flow better. Seems less 'corporate' and more meaningful. I have to be honest I don't like the arrows, looks a little dull!
I prefer the one on the right
I prefer the one on the right it's more eye catching, the one on the left looks like too much information and people wouldn't read it.
I prefer the one on the right. It looks less words to read, even though it's the same as the other one. The colours are striking and stand out better.
I prefer the one with the coloured circles for no other reason than I like the look of it/layout :)
I prefer the Plan on the right, it flows and like the Humber is the life blood of the region, the Plan must be the life blood of the Service!
I prefer the portrait one
I prefer the second one. I think a cascade picture makes it much easier to follow.
I prefer the second version, it's an easier flow to follow
I prefer the smaller version
I prefer the yellow background model, it seems clear and concise, however I think the second one above would appeal more to younger people and children, it is colourful.
I respect everything the fire service do

I think both plans are easy to understand and both also look good. I prefer plan 2.
I think fire fighters should have more protection from attack and stiffer punishment out in place for physical or verbal abuse of fire service staff, property or service.
I think I prefer the right hand example
I think people are at the heart of any strategic plan and this should be illustrated clearly in the diagrams/flow charts
I think the one on the right is more visually effective. The design is a bit more innovative and is easy to follow.
I think the second example was much clearer and well laid out
I think they are clear in setting out your mission.I prefer 2.I don't want to be in draw
I understand that HFRS have 'principles' not values. Both documents state values. I prefer the current version,
I understand them - but I'm used to similar communication types through my work. (Some may need further explanation to fully understand but as long as it's clear to YOUR teams then the public will remain in safe hands)
If you don't know about emergency plans etc you've not got a clue
I'm not qualified to respond. You seem to be doing alright without public consultation
It is a flow chart; either has limited explanation to most people and will have little value.
It looks great, on paper. I would need much longer to study comment truthfully
It was hard to view the text in the two designs on screen. The left hand one comes across as a very "busy" design although I can see why you put your Mission at the centre of the design. Perhaps a circular poster design rather than a rectangular one could help this poster? The same could be true of the portrait style right hand one
Keep them brief or it will switch people off
Keep up the good work
Keeping everyone safe is the key focus
Landscape version mission statement in centre highlights what we wish to achieve giving readers options to view comments from arrows. The portrait version is maybe a little more modern looking but not sure as easy to read.
Left hand side one is slightly more logical to me.
Like the traffic light colours but prefer the yellow paged layout better
Looks good on paper but these things are rarely achieved.
Looks nice but is not straight forward and easy to understand
make access for public to western gailes way via hallcoat view
My preference is the white background. Simple and professional.
Need a clearer diagram
Neither
No 2 is clear and easily understood. No 1 is more visual but I would miss points.
no comment
No comments
No comments but prefer the set out in plan 2

No i think that covers everything
No preference
No preference
No preference they both seem to be very "broad brush" statements
No1 looks poor, No 2 looks much more professional.
Not accessible
Not keen on either
Not sure about either
Not sure they give enough detail about what you are trying to do
Not the version with mission in the middle
Not the yellow one
Not very easy to understand?
Number 1
Number 2 is better than number 1, number 2 flows better and is easier to read
Number one is too vague- there needs to be a bit more information, i like the second one better- however just a bit more detail.
Of the two examples I found the linear model (the one on the right) easier to follow
On the second example the logos on the writing match the headings so you can tell which logo goes to which statement. I prefer the design of example 1 but would like to see the logos and headings colour coded like example 2.v
One
One
One
One
one on the left
One on the right
One or two
PDF2 is better laid out.
Personal preference was pdf 1 I like the message and think it gives our customers a strong message of what our service provides for the community.
Pic 2
Plan 1, easy to follow and read, do you have an accessible version?
Please use them both for different settings. The 1st would be excellent for schools, educational centres and also those with difficulties in reading or even concentration. The 2nd is much more formal and is suitable to a whole number of uses.
Prefer example 1
prefer example 1
Prefer example 1.

prefer landscape version
prefer left hand one
Prefer no. 1, it's clearer
Prefer No1
Prefer one on the right, left side looks crowded/uncoordinated
Prefer open 1 with the arrows
Prefer option 2
prefer portrait one
Prefer the circled one.
prefer the layout of the plan on the left, with the mission in the central box
prefer the layout on the one on the right draws your eye better easy to understand, colour coding and signs better
prefer the one on the right
prefer the RH model
Prefer the right hand plan as its less busy and cluttered.
Prefer the right hand side one
Prefer the second one
Probably 2
Second one
Second one flows
The 2nd one is easier to read
The design on both could be refined further. Layout, typesetting and padding around elements would improve readability.
The designs wouldn't encourage me to read them
The first plan's design looks more modern and despite showing the same information looks less text heavy than the second plan
The landscape one is more compact and easier to link to the Mission
The landscape version with "our mission" in the middle
the left hand one
The one in portrait format is easier to read because of the more column shaped blocks and the natural progression down the page, whereas the landscape format leaves one wondering where to start and then progress round the page.
The one on the left looks a bit old fashioned. The one on the right looks fresher. I'm not sure if I quite like the wording of "what our communities expect us to do well". As this is separate to "what we must do well" it implies that you won't actually be delivering what the communities expect of you. I'd maybe change the communities section to "how we will support our communities" and the must do section to "our main duties" or similar. There's a lot of overlap in these two sections at the moment and if you made them distinct sections they'd be a bit clearer. Other than that the icons and colours are bright and bold and eye catching and the plans are easy to understand.
The one on the right (as I look) is miles better.

The one on the right seems clearer to read and understand the information.
The one with the white backing, seems more easy to read
the pathway design is easier to follow the other design is more complex
The people who need to read them won't.
The picture on the left
The portrait one looks more attractive and easier to follow
The portrait version looks more "friendly" but there is still a lot of blocky text
The posters say what you do but not how you do it? It would be nice to have some examples of how. My preference would be the first one as it looks linear and not show a hierarchy.
The right hand one is easier to follow
the right hand side one is laid out better, flows well and is easy to understand
the right-hand one seems to flow easier for the eye to follow
The second one with "our mission" at the top of the page.
The strategic plan sounds great. Example 1 looks better.
The vertical version
The white background is better.
the white one is the best
There is a lot of information on what your guidelines and policies are but not a lot of content with regards to what you actually do. Just to consider if it is for the "community" to understand.
There is always ways of improvement
These are very easy to follow, clear information
they appear clear and succinct.
They are pretty standard and cover everything - on par with most public sector mission statements. The key will be to link everyones performance to these overarching themes. Otherwise, they are meaningless. I prefer the schematic in the A4 portrait style (linked blobs).
They are so bland and generic that they are pointless it might as well be "Fire bad, us good"
To Do What You Want To Do You Need More Help From The Public Who Do Not Have A Clue What To Do When You Are Responding To An Emergency, I Remember Many Years Ago We Had Short TV Clips On How To Do Things While Driving Etc, Why Can't It Be Introduced Again Instead Of Adverts?
too fussy diagrams, just say what you are doing and ditch the graphic designers
Two
Version one
Vertical version
Very clear , concise and user friendly
Very colourful and totally useless

Very well laid out and easy to follow.
why are we just keeping our firefighters safe, surely we should be keeping all our staff safe.
With no. 1 (ziz-zag pattern) I think that using red for the top circle sends out the message that this is an area that requires major improvement, rather than what you do well (ie responding quickly to incidents, etc). Also all of your statements are in the present tense except one (We will effectively deliver activities to prevent fires and other emergency incidents.) This looks odd. Personally I prefer the design of example 2. It is more visually accessible and doesn't imply prioritisation.
Yes, example 2 makes it easy to see at a glance what you are saying.
yes, no.2
Yes, the A4 Portrait design on the right.
yes. the one on the right hand side is easier to follow and more likely that people will read it.
yet another flow chart too small text to read on here
You don't mention putting out fires
You must value and support the people you employ this routinely does not happen

Feedback

Again more promotions to children especially of secondary school age, even promoting how good it is to work in the fire service for future careers
Again what more can you do,
All our worst risks emanate from number 10
As a firefighter with over 20 years experience it seems to me we are moving away more from frontline service and putting more of the budget into other things
As mentioned on the previous page, I do believe that on the back of incidents such as Grenfell that we should include something to state that we will learn and improve from incidents across the country.
As you probably gather from my response so far I am very concerned about the ASB from groups of kids who can commit arson and, as you know, can also behave very badly when you are attending an incident.
Can't think of any at the moment
Can't think of anything at the moment.
Changes through brexit
Climate change and the amount of recycling and waste deposal sites could be promoted through the service as this may help a little and possible have an impact on the number of rubbish and secondary fires the service receives.
Community education and involvement, especially in Black, Asian and minority ethnic groups.
Concentrate on core functions rather than every PC bandwagon we can jump on.
Concentrate on your core work rather than trying to do everything.

Currently all seems to be there
Diversity/inclusion
Do You Have A Remote Control To Override Traffic Lights? The Tv Networks Should Promote Good Driving Practices, ie What To Do Safely At Traffic Lights To Let Emergencies Through, It Would Teach Young Drivers Etc. I Germany If In A Traffic Jam Everyone Peels Off To The Left & Right To Allow Clear Passage Of The Emergencies Down The Centre.
Ensure that trying to achieve even more does not prevent getting the basics right
I am interested in how planting (trees etc) and managing nature can reduce risks - I would be keen to find out how Humberside Fire and rescue works on this
I can't think of anything at present
I can't think of anything else.
I do like the presentation on road safety jointly presented with the police
I feel sometimes the core reason of the service can be missed and too much attention can be given to trying to tick certain boxes, sometime personnel may be allowed through training when they are not fully competent or a recruit taken on to get numbers at a station, this role is not just about having bums on seats it is about providing a service to the community which is safe, and if we are not careful we could allow our standards to drop
I feel that there is still more that can be done regarding mental health and support of the service personnel
I feel the current response of an engine to an AFA at normal road speed could be done by FDS. In the on call sector, you are paying 4 + crew to travel at road speed to fill out a post incident false alarm. It seems like we should either be going as an emergency or not at all. A lot of the on call crews respond from places of work. So to send them at road speed is not going down well.
I feel we have lots of Data analysis going on that doesn't seem to make much sense to anyone but will cost the service money.
I have thought for a long time you need more compact vehicles and different specialist vehicles. There should be smaller sized crash rescue tenders. That will help get to the scene quicker yet be able to carry cutting equipment and enough extinguisher material to deal with all but very serious fire. Keep big engines for house fires and industrial fires.
I personally I think it is a great service that worthy of full support by everyone. I think teaching children early on in school about the UK emergency services and how they are provided is essential
I really struggle to understand the benefit of Cleethorpes and Waltham station. I feel with all the austerity measures and financial difficulties currently put on the service having the TRV's at two stations when there are three full time pumps up the road is not a good use of resources. Imagine taking Clough Roads TRV and opening a retained station two miles away. It would never happen. Why do they have a WM also? Paying a WM to manage a TRV when they will never respond to anything other than a small incident. If they answer is to manage the admin of the station then I feel this is not value for money and again cannot understand why the service pays this. Close them, the staff could move full time to avoid redundancy and that would help in full time south bank crewing shortfalls. If councils found issue keep the buildings for community work so that they are not "closed".
I think an even closer alliance of the Fire and Rescue Service with the Emergency Ambulance Service would be beneficial.
I think covid has overshadowed terrorist activity and the current provision puts public life at risk because the is not quick and effective response as the plan describes. Also crews are increasing vulnerable and serious thought should be given to providing

self defence training and knife protective ppe from multiple attackers and those with mental illness as police are often overstretched and cannot attend
I think the government needs to provide more engines, stations staff and better wages for our fire service. Recognise what you do for the public. More stations for quicker responses
I think you do a great job and we know you're there if we need you. Is it going to continue that way?
I think you have covered most things but need to promote more to the public the wide range of things you do .
I wish representation from the Fire and Rescue Service could be made to Parliament about Bonfire Night in particular and fireworks in general. This year has been shocking - fireworks night after night since early October. I would like to see fireworks banned apart from organised events. The present day ones are loud and dangerous. I wrote to Nic Dakin when this was being debated in parliament some time ago - all to no avail. Lots of comments on social media would have me think that I'm not alone in my thinking and perhaps your input might carry more weight with MPs.
I would just like to say I hope we can retain our local fire station and fire engine (Preston East Yorkshire) obviously I appreciate that public funds are going to be even tighter with the pandemic but it's crucial that we keep this service within the locations to allow for speedy reactions, etc - thank you
Information on Fire Safety awareness in households to be distributed /or shown through social media regularly
It would be great if you could do more information about recruitment within the mid Holderness, Hornsea and Beverley area.
Keep pushing smoke detectors.
Local parks always seem to be problem areas for youths starting fires and been anti social, how could this be addressed successfully?
Lose the H name and be less Hull centric Thanks
Maybe when recruiting information to promote the other parts of the service a fire fighter is not just a fire fighter, community safety work, co responder. Changing ways of working following the pandemic for businesses and community, some business may have less people on the premises which may be a risk. Communities may be different, more people working at home, change in population people may move out of towns and cities increasing the rural population. More people may be driving on roads less familiar to them rural.
more community engagement when able and proactive events to engage with communities
More information on what to do in case of flooding.
More positive new stories and messages in circulation
More publicity (i.e. mail drops) would make awareness more accessible
More to help disabled
More visits to buildings like residential homes and private let block of flats to ensure they are safe.
No all that you have planned/explained is very good & easy to understand.
Other than my earlier response re mental health, nothing further to add.
Personally, I am happy to know you are there to support the community.
Please return fire engines to traditional red colour.
Possibly consider a 'Reserve Force' (volunteers) to respond in difficult times such as moorland fires etc.

Possibly the economic and mental health effect of this pandemic on the nation and it's effect on home safety
Powers to take action against irresponsible parking to ensure 24/7 access everywhere.
Proactive business safety visits and engagement with employers and others, including Housing
Promote Fire and safety awareness in primary schools
Promote more of what your staff do, although depends if staff want to be involved
promote the service more and less political promotion believing being woke is on point. you are a service, succeed in that
promote your home assessment service and stress that it is free. Could you roll this out in an area by area way or concentrate on high risk people eg elderly and disabled
Promoting the replacement of batteries in smoke alarms in homes and assisting the vulnerable to do this.
Public engagement and education, link with other services.
School visits on safety and your whole job roles
Sounds like a comprehensive plan to me.
Television adverts on dangers
tidal risk to Fire fighters
To be seen more out on the public talking more to be answerable
To carry on with the installation of smoke alarms in areas deemed to be a higher level of risk
treat staff better and increase wages above inflation not with it.
we must push more to educate the young of what we do i know at the moment difficult, but money spent on educating young is priceless.
With all of the new developments currently ongoing in the area, I am slightly concerned that the emergency services don't have enough involvement and input at the planning stages, with regard to access, water supplies etc Maybe some areas of these developments should only allow parking on one side of the roads for example ee.
yes, the current arrangement 0300 number isn't working, Control take calls, fill in online forms, send emails, these are not being responded to, numerous repeat calls regarding Public safety non response.
Yes, you could advertise for more on-call fire fighters.
You definately need more men on the ground
You may have underestimated your command officer demands
You need to publish the results of the Zeal solution consultation. Many people made a lot of effort to participate yet the results have not been seen. Everyone thinks SLT didn't like the outcome so is burying it.