

Engagement report – CRMP 2024

Summary findings of three-stage engagement on Lincolnshire Fire and Rescue’s Community Risk Management Plan



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1 Executive summary

- 2,817 people viewed the CRMP engagement pages. 947 people participated. This is more than a 33% conversion rate, which is very positive
- Participation numbers reduced with each stage of engagement, but lessons can be learned regarding future approaches
- Representation among respondents was broadly reflective of Lincolnshire with young people remaining a target throughout the engagement process and in to future activities
- Messages from participants were clear and very supportive of the CRMP and Lincolnshire Fire and Rescue more broadly
- Further information regarding approach and results are in the body of this report

2 Introduction

Fire and Rescue services across England must produce a Community Risk Management Plan (CRMP, previously known as an integrated risk management plan) on a maximum 10-yearly cycle. The process to produce the plan must include public and professional stakeholders. The approach taken is open to His Majesty's Inspectorate scrutiny, as well as local scrutiny and approval.

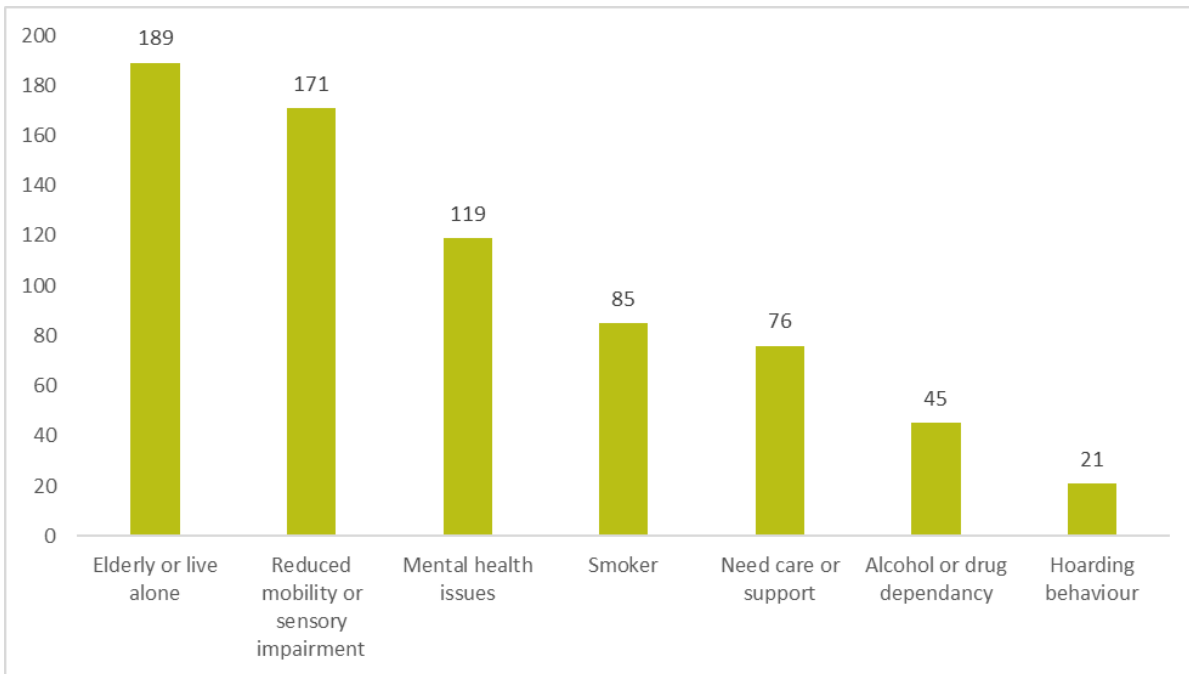
The service has completed a three-stage process of engagement, including statutory consultation:

- Stage one - pre-engagement - autumn 2022 - 'test' knowledge and awareness
- Stage two – engagement - spring 2023 - risk identification
- Stage three – statutory consultation – autumn 2023 – seek views on draft plan

3 Stakeholders

Using LCC databases, online research and existing network contacts the following were targeted:

- Members of the public – news releases on LCC website and to local media, social media posts, direct email invite to participate
 - Three online news releases, weekly socials posts on LCC and LFR accounts, six targeted emails to engagement database members and two to stage 1 participants who wanted to remain informed
- Individuals, groups and organisations who can reach out to members of the public – direct emails containing an article to share with their networks and a reminder item
 - Targetted emails at launch and reminder to around 1000 people for stage 1 and 2
 - Targetted messages at launch to over 2500 people for stage three
 - Reminder item to around 70 target organisations
- Fire and Rescue use the SHERMAN vulnerability approach, all of whom feature in the equality impact analysis. The chart below shows the total number of participants in each category. One fifth of respondents describe themselves as elderly or living alone; 18% have reduced mobility and/or sensory impairment and 13% have mental health issues
 - Six emails to representative individuals and groups
 - Video promoted direct and on social media and the website to aid understanding



- More than 50% of respondents were members of the public
- Young people were under-represented, but working age adults accounted for almost 7 in 10 of all responses
- The number of people from minority ethnic backgrounds was low, but proportionally reflected most of the county's make up (4%)
- Districts areas in the south of the county had lowest representation, which is the norm in engagement across Lincolnshire

4 Methodology

Stage 1 – survey with incentive promoted via general and targeted communications; internal briefings to LFR staff

Stage 2 – survey with incentive and quick poll promoted via QR code, general and targeted communications

Stage 3 – Survey, quick poll and question and answer tool promoted via QR code, general and targeted communications. A video simply explains the plan and increase inclusion

5 Findings

Survey

Stage 1 survey findings are reported in full on Let's talk Lincolnshire. They show that:

- over half (51.5%) of respondents had no knowledge of the CRMP at all (344)
- over one quarter (27% have a slight understanding (181). The remainder have a good understanding (101, 15%) or great understanding (42, 6.3%)

Stage 2 survey findings are reported in full on Let's talk Lincolnshire. They show that:

- more than half of all respondents ranked road traffic collisions (RTCs) as their most important risk (86, 51%). Over nine in ten had this risk in their top three (154, 91%)

- four in ten respondents ranked dwelling fires as their second most important risk (68, 40%). Almost eight in ten had this risk in their top three (130, 77%)
- three in ten respondents ranked flooding as their third most important risk (51, 30%). More than four in ten had this risk in their top three (72, 43%)

Stage 3 survey findings show that:

- fewer than 100 people responded to stage 3 consultation. This figure was disappointing, but not surprising given general engagement fatigue because of:
 - other staff, service and public engagement happening at the same time
 - the fact this is the final of three steps
 - lengthy strategic documents, which always receive a lower response, particularly if proposing the status quo

None the less, results remained clear:

- Q1 - 95% of consultation respondents (74) with a view on whether the draft CRMP reflects Lincolnshire agreed and 5% disagreed (4). Other respondents had no view or didn't know, This data was excluded from the percentages
- Q2 - The same proportions felt the draft plan reflected risks in the county (75 agreed and four disagreed). Only one person didn't know
- Q3 - 89% of respondents (71) felt the plan was easy to understand. Nine people disagreed
- Q4 - 89% of respondents also agreed the plan was clear that everyone is treated fairly
- People with Sherman characteristics were marginally less positive (by two to three percentage points) on questions 1, 3 and 4, but were more positive (by one percentage point) than those without SHERMAN characteristics about the risks reflecting Lincolnshire

There were only 19 additional comments, which varied in sentiment and nature. Comments are always more negative than positive, but many relate to questions and suggestions, rather than criticism of the plan itself.

Comments regarding the layout and clarity (3) of the document were considered when making minor adjustments to the plan. Other comments (14) included:

- concerns about resourcing the plan's ambitions (financial and human) and the rurality of Lincolnshire posing related sustainability challenges (7)
- requests for additional evidence or information that supports the CRMP intentions (4)
- environmental factors, particularly relating to flooding and climate change (3)

Quick poll

Stage 2 findings

Only six categories received a vote in the quick poll. They were across RTCs and house fires, which reflected the survey, with flooding coming in third.

Stage 3 findings

There were 21 contributions to the poll. More than 8 in 10 contributors (17) agreed with what the plan says. Two people had no view; one disagreed and one didn't understand it. This reflects the survey findings.

Q&A

Stage 3

As part of the consultation process, a question and answer tool was introduced to enable people to share comments or raise queries. There were two responses:

- one said they had nothing to add
- the other highlighted a missing number in the draft document, which was corrected

6 Conclusions and next steps

Participation has increased in the CRMP since the last IRMP engagement. Opinions have been very clear throughout all three stages of the CRMP engagement process, so confidence is high that the results reflect opinion.

There is strong support for Lincolnshire Fire and Rescue and the work they do. The plan and risks there in received support from participants and with minor tweaks show the CRMP should move forward for political scrutiny.

For future CRMP engagement cycles, learning from this process suggests:

- engage early with a small number of interested people (for example a representative focus group) to develop the consultation
- incentives worked well in the early stages of engagement, but a different approach might work better if methodology changes. For example, using the limited budget to pay participant expenses to ensure representation on a working group or increased use of face-to-face engagement with those who don't traditionally participate
- focus broader engagement in the latter stages to boost consultation respondent numbers
- we know strategies hold limited appeal to the public so having to review large amounts of text to provide an informed response reduces participation. Summary text co-designed with the public might help overcome this barrier
- stage 3 took place while devolution was high on the corporate agenda and resources were directed to that project with learning on inclusion and participation that could help inform future Fire and Rescue engagement
- update video and share widely when the CRMP launches to aid understanding