

Emergency Cover Review

Consultation

Your Fire and Rescue Service – right time, right place, right skills

A report on the responses to the consultation

4th October 2023

Prepared for:-

North Wales Fire and Rescue Service; North Wales Fire and Rescue Authority

Prepared by:-

Sarah Barnett, Independent Research Consultant

E: sarahbarnettresearch@outlook.com

Contents

1.0	Introduction and methodology	2
2.0	Executive Summary	4
2.1	Consultation Survey Findings	6
2.2	Main Themes.....	10
3.0	Consultation Survey.....	15
3.1	Sample	15
3.2	Detailed Findings	20
4.0	Emergency Cover Review Community Engagement Events and Equality, Diversity and Inclusion Focus Groups	40
4.1	Community Engagement Events.....	40
4.2	Equality, Diversity and Inclusion Focus Groups.....	43
5.0	Employees of North Wales Fire and Rescue Service	46
6.0	Other correspondence/social media	51
6.1	Correspondence.....	51
6.2	Freedom of Information requests.....	52
6.3	Formal Responses	53

Annexes

Annex 1 – Emergency Cover Review Consultation Document

Annex 2 – Example Communication Materials

Annex 3 – Technical Annex

1.0 Introduction and methodology

As part of the Emergency Cover Review, North Wales Fire and Rescue Authority administered a public consultation to gather feedback from those who live, work and travel in the region about the future of how they provide emergency cover services in North Wales. North Wales Fire and Rescue Service developed a Communications Strategy and worked with the Consultation Institute, an independent, not-for-profit, best practice advisory body throughout to ensure that the public consultation was delivered to the required standards.

The consultation mandate invited those who live, work and travel in the region to share their views on what risks concern them most, what decision-making criteria are important to them, and how they felt the options presented meet the needs of their communities.

To help develop future options, as a pre-consultation exercise, North Wales Fire and Rescue Service worked with staff and representative bodies, members of the public, council representatives, local vulnerable groups and members of their Fire and Rescue Authority to understand what really matters should they, or someone they care for or represent, require their services in an emergency.

The feedback from pre-consultation engagement, along with professional opinion, modelling, and risk profiling, was used in the options appraisal phase to develop viable options for the future of emergency cover services across North Wales.

The formal consultation ran from 21st July to 30th September 2023. The original closing date of the consultation was extended from 22nd September to 30th September following feedback/requests from stakeholders and the public.

The consultation survey was available online (via the Your Voice consultation hub) and in hard copy as required with a freepost reply facility along with easy-read and bilingual versions. The full consultation documents are appended to this report (see Annex 1).

A series of 17 in-person and on-line community engagement events was held across the area between 15th August 2023 and 14th September 2023 giving the public the opportunity to learn more about the Emergency Cover Review and to ask questions in order to complete the consultation questionnaire. Representatives of North Wales Fire and Rescue Service also attended a number of community events and shows during the consultation period in order to raise awareness of the consultation, with details of the events attended shown in table 3.1.1. A series of focus groups with people in protected characteristics was arranged and delivered by the Equality, Diversity and Inclusion Officer. An Equality Impact Assessment was completed at the initial stakeholder mapping and pre-consultation phase, and this will be updated based on feedback from the consultation.

Consultation with members of staff was carried out through a programme of visits by senior managers and principal officers to fire stations, at seminars held for middle managers and supervisory managers, and via fire station watch briefings by station support officers and middle managers. Internal communication channels were also used to help raise regular awareness of the consultation amongst staff, including the Chief Fire Officer's Update in the Weekly Brief and Intranet information. Engagement with staff representative bodies was carried out via the Joint Consultative Forum, while Frequently Asked Questions were collated from station visits; these were developed and updated throughout the consultation period and made available via the Service intranet.

A press release launching the consultation was uploaded to the website, shared on social media and circulated to local media. Advertisements regarding the consultation were placed in local papers including the Rhyl Journal, the Free Press and the North Wales Pioneer. Digital campaigns also targeted these publications along with the Chronicle (online only). Bilingual graphics, posters, video clips and full consultation videos were also created and used to promote the consultation. An extensive programme of social media messages to launch, maintain awareness and promote engagement events was also administered, with specific geographic area targeting arranged where response numbers were low. Examples of communication materials are appended to this report (Annex 2).

Stakeholder mapping analysis was undertaken to ensure that all those with an interest or who might be affected were engaged in the consultation.

A database of stakeholders and contacts was established, and a bilingual email sent from the Fire and Rescue Authority Chair to all contacts on the day of the consultation launch. This database included members of the Senedd, members of Parliament, Member Liaison Officers for local authorities, town council clerks, members of the Local Resilience Forum, senior officers from partner organisations, contacts from the three partnership managers and contacts from the Equality, Diversity and Inclusion Officer. Members of the public who had requested to join the database so as to be kept informed about the consultation were also included. A further email was forwarded to contacts to inform them that the consultation deadline had been extended.

Hard copies of Emergency Cover Review consultation leaflets, booklets and questionnaires were distributed by the local partnership managers at various venues and locations. Flyers were also left at every house that had a Safe and Well check during the consultation period.

Further information on publicity of the consultation (including target reach data) is included as an annex to this document (Annex 3).

A series of meetings with opinion formers, politicians, local authorities and businesses was arranged, involving both proactive invitations and meetings arranged in response to requests; these are summarised in section 6.3.1 of this report.

Letters, telephone calls, texts, emails and social media messages were logged and responded to throughout the consultation period, with plans reviewed and changes made as required in response to issues / concerns raised.

Freedom of Information requests were received during the consultation (see section 6.2) and North Wales Fire and Rescue Service updated the Frequently Asked Questions on the consultation page of their website regularly throughout the consultation period.

When petitions were received, North Wales Fire and Rescue Service acknowledged their receipt and advised those submitting petitions that whilst petitions would be reviewed and included in the consultation feedback, they should not be considered an alternative to the public consultation questionnaire, therefore encouraging those signing to ensure that they complete the public consultation questionnaire for formal records of each individuals viewpoint to be included.

During the consultation period, the Fire Brigades Union North Wales submitted alternative options to the Fire and Rescue Authority (these are discussed in section 6.3.2). Opportunities have been provided by North Wales Fire and Rescue Service for the Fire Brigades Union North Wales to present the alternative options to officers as part of the Emergency Cover Review Consultation and representatives of the Fire Brigades Union North Wales were present at some of the community engagement events (as noted in section 4.1). The North Wales Fire Brigades Union have been active on X(formerly Twitter) during the consultation (see section 6.1). This has resulted in references to 'Fire Brigades Union options 4 and 5' receiving comment / discussion through many open questions in the consultation survey.

This report pulls together the responses to the consultation, with Section 2 providing an Executive Summary. Section 3 provides full analysis of the consultation survey, with section 4 providing feedback from the community engagement events and Equality, Diversity and Inclusion focus groups. Section 5 focuses on the analysis of employee feedback/responses, while section 6 details additional correspondence including formal feedback from local authorities and other agencies, social media correspondence, letters from members of Parliament / Senedd and petitions.

This report has been prepared by Sarah Barnett, Independent Research Consultant.

2.0 Executive Summary

The full consultation ran from 21st July to 30th September 2023, and the consultation survey received a total of 1,726 responses (1,500 online and 226 paper-based).

191 responses were received from employees of North Wales Fire and Rescue Service.

More than 400 people attended community engagement events and more than 480 attended Equality, Diversity and Inclusion sessions or engaged with the Equality, Diversity and Inclusion Officer as part of the consultation.

A total of 119 enquiries and / or objections to the Emergency Cover Review were received during the consultation period, with the majority of these in the form of emails. Smaller numbers were received as letters, telephone calls and face to face enquiries.

The above enquiries / objections included responses from members of the Senedd, members of Parliament, Party Candidates, Local Authorities, Town Councils, councillors, government representatives and representative bodies. 5 petitions were also received during the consultation period.

North Wales Fire and Rescue Service responded and reacted to feedback throughout the consultation period, with table 2.1 summarising how they responded.

Table 2.1 – North Wales Fire and Rescue Service response to consultation feedback

Requests made/issues raised	North Wales Fire and Rescue Service response
Consultation Hub hosting Questionnaire	Feedback was received from members of the public who were struggling to complete the questionnaire. North Wales Fire and Rescue Service offered to go through it with them over the phone, to send out paper copies or to forward their feedback to the Emergency Cover Review email address.
Changing the locations of some of the community engagement events to be more local to the on-call fire stations affected by proposals associated with Option 3.	It was clear very early on that stakeholders in some locations felt it was important that the engagement events should be more local to the fire stations named in Option 3 and the decision was taken immediately to accommodate a local event in each of these areas. These were announced in a press release and on social media, while posters were sent out to the station to distribute locally. These events were subsequently very well attended.
Change of time for Conwy engagement event	Communication was received that a daytime slot was difficult for people to attend, so the event was moved to the evening. The attendance at the evening event was high.
Attending Cerrigydrudion Show	Staff requested that an officer should attend the show to talk about the consultation, so a principal officer and a middle manager were present at the show, alongside the watch from Cerrigydrudion.
Extending the deadline	Following feedback from members of staff and the public, local organisations and those who represent others in our communities were keen to have more time to express their views. Therefore, the consultation was extended to the 30 th September 2023.
Balance of publicising events	Feedback was received that the engagements events were not publicised well enough. Their promotion already formed part of the communication plan, but North Wales Fire and Rescue Service added additional paid advertisements and videos to the plan.
The need for additional engagement with young people	North Wales Fire and Rescue Service realised that not many young people were completing the questionnaire, so the Equality, Diversity and Inclusion Officer arranged to attend youth groups and Freshers Fairs to engage with young people. When the new academic year commenced, the Equality, Diversity and Inclusion Officer continued to make efforts to arrange engagement events with young people via the various colleges. This resulted in over 250 young people being engaged with.
Petitions	North Wales Fire and Rescue Service set up an additional event with the Equality, Diversity and Inclusion Officer in response to a petition from people in Conwy who were finding it difficult to complete the questionnaire online; at this session, help was given to the participants to fill out the paper copies of the questionnaire.
A request for the video presentation to be added to website	The video presentation used at engagement events was added to the website as a result of calls from a local politician at the Wrexham engagement event.
Addition to FAQs (public and staff)	By monitoring social media and requests for information (email, Freedom of Information requests etc), North Wales Fire and Rescue Service was able to add to the FAQs, for example a topic on the cost of the consultation. North Wales Fire and Rescue Service added further content on the basis of the feedback received.

2.1 Consultation Survey Findings

This section provides a summary of the main findings from the consultation survey.

2.1.1 Risks

House Fires were the most worrying risk to respondents (with 70% selecting this as the most worrying risk), followed by road traffic collisions, wildfires and flooding. Other risks that respondents thought North Wales Fire and Rescue Service should be considering and planning for included fires at commercial, industrial and businesses premises, risks associated with electric vehicles and solar energy, and environmental risks associated with climate change.

2.1.2 Decision making criteria

Three quarters of respondents suggested 'emergency cover' to be the most important decision-making criteria to them when ranked against 'protection and prevention services', 'affordability', 'workforce', 'fair and equitable service' and 'social value'. 'Protection and prevention services' was most frequently ranked as the second most important. Similar rankings were recorded for the importance of 'workforce' and 'fair and equitable service', with 'affordability' and 'social value' being more frequently ranked as least important.

Emergency cover was described as a priority that should always come first, along with the importance of having a fast response to emergencies. A proactive approach to prevention alongside more education was important to respondents, but overall seen as a lower priority than emergency cover. Respondents discussed affordability to be the lowest priority for an essential service, with references to lives being more important than money and not being able to put a price on saving lives. The workforce was seen to be important, with references to the need for a happy and well-trained workforce which feels valued in order to retain staff and provide the essential service. Having a fair and equitable service was important to respondents with support for the need to have the right people in the right place at the right time and equal access to services for all areas of North Wales. Respondents felt it was important to recognise the impact of changes on communities, but whilst acknowledging social value to be important, in the context of everything else it was seen as a lower priority.

The sections below detail support recorded for each of the options consulted on, along with a summary of feedback from consultation responses.

2.1.3 Option 1

<p>Option 1</p> <ul style="list-style-type: none"> Maintaining a 24-hour response model at existing wholetime stations, with Rhyl and Deeside fire stations changing to a day crewing duty system. The addition of three day staffed fire stations at Corwen, Porthmadog, and Dolgellau, utilising the reallocation of wholetime firefighters following changes at Rhyl, Deeside and the Rural Wholetime Duty System. 													
<p>To what extent do you think Option 1 meets the needs of our communities?</p>													
<table border="1"> <caption>Survey Results: To what extent do you think Option 1 meets the needs of our communities?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I agree strongly</td> <td>48%</td> </tr> <tr> <td>I agree</td> <td>20%</td> </tr> <tr> <td>I don't agree or disagree</td> <td>9%</td> </tr> <tr> <td>I disagree</td> <td>6%</td> </tr> <tr> <td>I disagree strongly</td> <td>16%</td> </tr> </tbody> </table>		Response	Percentage	I agree strongly	48%	I agree	20%	I don't agree or disagree	9%	I disagree	6%	I disagree strongly	16%
Response	Percentage												
I agree strongly	48%												
I agree	20%												
I don't agree or disagree	9%												
I disagree	6%												
I disagree strongly	16%												
<p><i>Base: all respondents excluding 'no response' (1,533)</i></p>													
<ul style="list-style-type: none"> Overall, two-thirds of respondents (68%) agreed that Option 1 met the needs of their communities. Respondents in Conwy (76%), Gwynedd (73%), Anglesey (66%) and Wrexham (67%) more frequently agreed that Option 1 met the needs of their community than those in Denbighshire (58%) and Flintshire (58%). 65% of employees of North Wales Fire and Rescue Service agreed that this option met the needs of communities, with 31% disagreeing (compared with 22% of respondents disagreeing overall). 													
<p>Summary of positives</p> <ul style="list-style-type: none"> Option 1 provides the best cover / improves emergency cover (best of the options) Jobs are protected No station closures Improved response times More equitable / provides better cover for rural areas Closest to current model Cost-effective / cost difference to other options not significant Safest option Provides Day Crewing at additional stations 	<p>Summary of negatives</p> <ul style="list-style-type: none"> 24-hour response (as provided in current model) to be required Cover is reduced / not enough cover is provided Cover is taken from one area to use for another Increases in response times Increased risk at nighttime Puts lives at risk Need increases in cover / growth options 												

2.1.4 Option 2

<p>Option 2</p> <ul style="list-style-type: none"> • A response model where Rhyl and Deeside fire stations change to a day staffing duty system. • Wrexham’s third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters. • The redistribution of staff from Wrexham, Rhyl, and Deeside fire stations and the Rural Wholetime Duty System enables the addition of three day staffed stations located at Corwen, Porthmadog, and Dolgellau and a reduction in wholetime firefighter numbers by 22. • The realisation of £1.1 million of savings towards the 2024/25 budget. 													
<p>To what extent do you think Option 2 meets the needs of our communities?</p>													
<table border="1"> <caption>Data for Pie Chart: To what extent do you think Option 2 meets the needs of our communities?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I agree strongly</td> <td>5%</td> </tr> <tr> <td>I agree</td> <td>13%</td> </tr> <tr> <td>I don't agree or disagree</td> <td>17%</td> </tr> <tr> <td>I disagree</td> <td>23%</td> </tr> <tr> <td>I disagree strongly</td> <td>40%</td> </tr> </tbody> </table>		Response	Percentage	I agree strongly	5%	I agree	13%	I don't agree or disagree	17%	I disagree	23%	I disagree strongly	40%
Response	Percentage												
I agree strongly	5%												
I agree	13%												
I don't agree or disagree	17%												
I disagree	23%												
I disagree strongly	40%												
<p><i>Base: all respondents excluding 'no response' (1,456)</i></p>													
<ul style="list-style-type: none"> • Overall, 18% of respondents agreed Option 2 met the needs of their communities, with 63% disagreeing. Respondents in Wrexham (84%), Flintshire (75%) and Denbighshire (67%) most frequently disagreed that this option met the needs of their communities, with this the case for at least half of respondents in all areas (Gwynedd (56%), Conwy (52%) and Anglesey (50%)). • 28% of employees of North Wales Fire and Rescue Service agreed that this option met the needs of communities, with 59% disagreeing. 													
<p>Summary of positives (NB made by a small number of respondents)</p> <ul style="list-style-type: none"> • Improves / maintains cover • Provides savings / saves money / affordable • 3 pumps at Wrexham being underutilised / not required • No station closures • Provides additional day cover at 3 stations • More equitable / provides better cover for rural areas 	<p>Summary of negatives</p> <ul style="list-style-type: none"> • Job losses / staff numbers reduced • 3 pumps needed at Wrexham / lack of support for removal of an appliance • Reduction in cover • Reduction in safety / puts lives at risk • Should be about public safety not cost cutting • Need increases in cover / growth options • 24-hour response (as provided in current model) to be required • Negative impacts on response times 												

2.1.5 Option 3

<p>Option 3</p> <ul style="list-style-type: none"> • A response model where Rhyl and Deeside fire stations change to a day staffing duty system. • Wrexham’s third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters. • The redistribution of staff from Wrexham, Rhyl, and Deeside fire stations and the Rural Wholetime Duty System enables the addition of two day staffed stations located at Porthmadog and Dolgellau and a reduction in wholetime firefighter numbers by 36. • The closure of five on-call fire stations at Abersoch, Beaumaris, Cerrigydrudion, Conwy, and Llanberis, resulting in the reduction of on-call firefighter numbers by 38. • The realisation of £2.4 million of savings towards the 2024/25 budget. 													
<p>To what extent do you think Option 3 meets the needs of our communities?</p>													
<table border="1"> <caption>Data for Pie Chart: To what extent do you think Option 3 meets the needs of our communities?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>I agree strongly</td> <td>1%</td> </tr> <tr> <td>I agree</td> <td>2%</td> </tr> <tr> <td>I don't agree or disagree</td> <td>4%</td> </tr> <tr> <td>I disagree</td> <td>10%</td> </tr> <tr> <td>I disagree strongly</td> <td>83%</td> </tr> </tbody> </table>		Response	Percentage	I agree strongly	1%	I agree	2%	I don't agree or disagree	4%	I disagree	10%	I disagree strongly	83%
Response	Percentage												
I agree strongly	1%												
I agree	2%												
I don't agree or disagree	4%												
I disagree	10%												
I disagree strongly	83%												
<p><i>Base: all respondents excluding 'no response' (1,463)</i></p>													
<ul style="list-style-type: none"> • Overall, 3% of respondents agreed that Option 3 met the needs of their communities, with 93% disagreeing. Respondents in Wrexham (95%), Conwy (95%), Gwynedd (92%) and Flintshire (92%) most frequently disagreed with Option 3, with this the case for 86% in Anglesey and 90% in Denbighshire. • 5% of employees of North Wales Fire and Rescue Service agreed that this option met the needs of communities, with 92% disagreeing. 													
<p>Summary of positives (NB made by a small number of respondents)</p> <ul style="list-style-type: none"> • Cheapest option with the most savings and costing taxpayers less • Fairest option across North Wales 	<p>Summary of negatives</p> <ul style="list-style-type: none"> • Closure of fire stations • Reduction in safety / puts lives and community at risk • Reduction in cover resulting in a poorer service • Reduction in firefighter numbers / job losses • Should be about public safety not cost cutting • Need increases in cover / growth options • 3 pumps needed at Wrexham / lack of support for removal of an appliance • Too much reduction / provides no improvements to the service 												

2.2 Main Themes

This section pulls together findings from the consultation survey with themes raised and arising from community engagement events, Equality, Diversity and Inclusion sessions and formal responses to the consultation.

2.2.1 Appreciation of North Wales Fire and Rescue Service and the opportunity to provide feedback as part of the Emergency Cover Review

Respondents took the opportunity to thank North Wales Fire and Rescue Service for the work it does in keeping communities safe, and were keen to put on record the value they place on North Wales Fire and Rescue Service and their admiration for the dedication and courage of firefighters.

Respondents were grateful for the opportunity to share their views and to respond to the consultation, and provided thanks for officers for attending meetings and sessions to provide further information with regards to the Emergency Cover Review.

The ongoing commitment of the Service to collaborate effectively was appreciated, with acknowledgment also provided for the need for the Service to ensure more equitable cover across North Wales and to reflect the diverse needs of the region.

Participants attending community engagement events also took the opportunity to thank fire crews for the work they do. Praise for the content of documents and the circulation of materials relating to the consultation were also raised at one event, along with appreciation of translation services. A number of organisations hosting Equality, Diversity and Inclusion sessions were also grateful for being engaged with and for being given the opportunity to take part in the consultation.

2.2.2 Timing of the consultation

A number of respondents raised concern about the timing of the consultation, and felt that more time was needed to allow sufficient engagement with the workforce and communities affected. Whilst some respondents requested longer extensions, an extension to the 30th September was granted in response to requests (as detailed in table 2.1).

2.2.3 Support for additional Day Crewed Fire Stations

Responses from local authorities and Members of the Senedd / Members of Parliament supported the addition of 3 day staffed fire stations at Corwen, Porthmadog and Dolgellau. Respondents appreciated the intended benefits of the improved response in the south of Denbighshire as provided by the day staffed station at Corwen, but were unable fully to support the options as proposed due to their not supporting the changes to cover at Rhyl and Deeside. Similarly, the addition of day staffing at Porthmadog and Dolgellau was seen as a step which strengthens the ability to respond quickly in the areas concerned. Respondents would support this additional cover as provided in Options 1 and 2, but not in Option 3 with the closure of local on-call stations.

Consultation survey respondents referred to the addition of 3 day crewing stations as positive aspects of Option 1 (2%; 34 respondents) and Option 2 (1%; 17 respondents).

2.2.4 Provision of prevention services

Attendees in a number of the Equality, Diversity and Inclusion sessions questioned the impact of proposed changes on prevention activity and how the Service would ensure that important prevention activities could grow whilst cuts were being made. Protection and prevention services were seen overall as the second most important decision-making criteria by consultation survey respondents, following emergency cover. Young people attending the Wrexham Islamic Youth Group were particularly concerned about there being a lack of firefighters to conduct 'community' work and Safe and Well visits if staff numbers were reduced. In considering Option 1, 10 consultation survey respondents (1%) referred to the option providing more community engagement, education and prevention, with 4 respondents (<1%) referring to Option 3 resulting in community engagement work being lost.

2.2.5 Well-being of the workforce

In discussing criteria for decision-making, looking after staff and ensuring that staff were listened to and felt valued were seen to be important, with crew health and wellbeing seen to be vital for emergency response.

Concern was raised at one of the Equality, Diversity and Inclusion sessions about changes to the Duty System including changes to shift patterns were expected to have a greater impact on women (with them being primary carers / parents).

The requirement, within the options consulted upon, for staff to relocate and the impacts upon family life of changes to shift patterns were raised at one community engagement event, with confirmation provided that North Wales Fire and Rescue Service would support and work with employees whilst doing the best for the Service.

Small numbers of respondents in the consultation survey made references to the impact of changes upon staff wellbeing and / or morale in discussing their views on each of the proposed options (Option 1 – 1%; 16 respondents, Option 2 - <1%; 7 respondents, Option 3 - <1%; 7 respondents).

2.2.6 Objections to moving services / provision from one area to another

Whilst Option 1 was seen by respondents in the consultation survey to provide more equitable cover (3%; 57 respondents) and better cover for rural areas (4%; 73 respondents), concern was raised that cover was being taken from one area for use in another (1%; 21 respondents).

Respondents referred to the analogy of ‘robbing Peter to pay Paul’ in responding to the consultation. While they welcomed the intention to expand services and improve services in particular areas, it was felt this should not be done at the expense of losing vital and long-established emergency cover in other areas.

Attendees at the Rhyl Community Engagement Event supported this view feeling that their service was being ‘diminished to compensate elsewhere’, with them being asked to pay more to benefit people in other areas.

2.2.7 Objections to changes to cover at Rhyl and Deeside

Objections were raised and petitions submitted with regard to the proposed changes at Rhyl and Deeside Fire Stations from 24 hour to day staffing / crewing. These were described as highly populated areas that required the current level of service, with respondents concerned about the consequential risk that may arise from these changes. Respondents raised concern for impact on the wider community and on the safety, well-being, work and life arrangements of employees and residents in the area.

One Member of Parliament felt residents were being asked to choose the ‘least worst’ option, with the need for an option offering an improvement to the service. A number of formal responses opposed all 3 options presented, on the basis that they all had detrimental effects on the communities served by Rhyl and Deeside Fire Stations.

Some 6% of consultation survey respondents (102 respondents) suggested that they felt a 24-hour response (as provided in the current model) was required in Rhyl and Deeside when explaining their views on Option 1, with 2% (38 respondents) discussing the view that this option resulted in a reduction in cover.

2.2.8 Objections to changes to provision at Wrexham

Objections and a petition were received regarding proposed changes to the service provision in Wrexham. Wrexham was described as one of North Wales’ largest population centres, with numerous references to the size of the population, and additional references to industrial estates and the prison as risks. Reducing the number of firefighter posts in Wrexham and axing the second whole-time fire engine were seen to be ‘unacceptable’ with the need to maintain emergency cover in the area. The Welsh Government having imposed an obligation on Wrexham Council to allow the provision of thousands of additional houses

was also raised here, with the requirement for the fire and rescue service to be planning for the future, with more homes and industries in the area.

A number of local authorities and community councils opposed the options affecting Wrexham, with a motion shared and unanimously agreed by numerous community councils in Wrexham during the consultation period.

A rally organised by the Fire Brigades Union North Wales took place on 30th September in Wrexham, where it was estimated that over a hundred members of staff and the public attended, protesting against the plans within the Emergency Cover Review.

In discussing Option 2, whilst some consultation survey respondents felt the three appliances at Wrexham to be underutilised (1%; 22 respondents) and thus supported options for removing an appliance, others felt three appliances were required (6%; 101 respondents).

In disagreeing with cuts to services in Wrexham under Option 2, a further 4% (66 respondents) in the consultation survey referred to Wrexham being a growing city with large industrial estates. 4% (64 respondents) referred to the need for the third appliance at Wrexham in discussing Option 3, with Wrexham requiring a 'full service'.

2.2.9 Objections to the closure of local on-call Fire Stations (Option 3)

A number of formal responses objected to the closure of local on-call fire stations as proposed in Option 3. Petitions were submitted with regards to this at both the Conwy and Beaumaris Community Engagement Events, with a further petition submitted by email/letter.

Closures of local on-call stations were discussed to result in considerable vulnerability in these areas, with the increased likelihood of loss of life. A lack of availability at neighbouring stations, traffic congestion and access issues were all discussed in formal responses.

A lack of support for Option 3 with the closure of local stations was also shared in the community engagement events.

'No stations being closed' was noted as a positive aspect of Option 1 by 5% (81 respondents) in the consultation survey and as a positive feature of Option 2 by 1% (18 respondents). 18% of respondents (314 respondents) referred to the closure of stations and / or the need for local stations in explaining why they disagreed with Option 3.

2.2.10 Supporting other services

North Wales Fire and Rescue Service supporting the Ambulance Service was raised as both an additional 'risk' that North Wales Fire and Rescue Service should be considering or planning for (3%; 56 respondents) and an 'other criteria' to be considered in decision making (1%; 10 respondents) by respondents in the consultation survey. 5% (79 respondents) also referred to North Wales Fire and Rescue Service supporting the Ambulance Service in responding to health and medical emergencies as an other area of emergency cover they would like to see considered.

This was also raised as a concern in a response from a Member of Parliament, with the view that it should not be the Fire and Rescue Service's responsibility to compensate for the Welsh Government's 'mismanagement of the Ambulance Service'.

Whilst described as an 'excellent idea' at one community engagement event, attendees questioned who would pay for the Fire and Rescue Service to support the Health Service in dealing with medical emergencies.

2.2.11 Recruitment and retention

Jobs being protected was suggested as a positive outcome of Option 1 by 7% (114 respondents) of consultation survey respondents. Some 12% (204 respondents) referred to job losses and not supporting the reduction in firefighter posts in discussing Option 2, with 6% (110 respondents) discussing the decrease in firefighter numbers as a reason for disagreeing with Option 3.

Whilst respondents appreciated recruitment had been a problem and remained an issue, one Member of the Senedd / Parliament hoped that there would be an aspiration to recruit more staff and to avoid a planned reduction in staff numbers. The need for a comprehensive analysis of why the availability of Retained Duty System firefighters had changed since 2000 and a consideration of why recruitment and retention posed challenges was also discussed.

The 'lack of availability' was also raised at one of the community engagement events, with interest shown in what the Fire and Rescue Service has done to recruit more staff and to generate interest in order to increase availability. Attendees at community engagement events raised the need to foster interest in young people through education, the potential for recruitment at industrial parks, and the need for further work to encourage businesses to release employees if they wanted to be part of the Fire and Rescue Service.

Participants in Equality, Diversity and Inclusion sessions were also keen to understand more about why recruitment posed such a challenge. Potential opportunities for students to get involved with the Fire and Rescue Service were raised and discussed at sessions arranged by the Equality, Inclusion and Diversity Officer at colleges and universities.

2.2.12 Requirement for Fire Brigades Union North Wales options to be considered

The Fire Brigades Union North Wales submitted a formal response to the consultation, with the view that none of the consultation options delivered wholesale fire cover improvement across all communities in North Wales, and that the options proposed did not come without cost and disruption. As discussed in section 6.3.2, the Fire Brigades Union North Wales put forward two further options for consideration.

The Fire Brigades Union options were shared and discussed widely throughout the consultation period, with 9 of the formal responses from Members of the Senedd / Members of Parliament and / or local authorities / community councils requesting that the Fire Brigades Union options be considered further by North Wales Fire and Rescue Service.

Officials of the Fire Brigades Union North Wales attended four of the community engagement events and expressed strong opinions with reference to the need to improve the service, potentially through growth options. Where Fire Brigades Union growth options were discussed at community engagement events, these appeared to be supported. Attendees were keen for all options (including those resulting in higher council tax) to be 'put on the table for the public to make an informed decision'.

Support for the consideration of the Fire Brigades Union options was recorded throughout the consultation survey with 4% of respondents referring to the need for the Fire Brigades Union options to be considered when sharing their views on each of Option 1, 2 and 3.

2.2.13 Provision of service over cost savings

Whilst many of those providing formal responses acknowledged the necessity for financial savings, they felt that the primary concern needed to remain the provision of services based upon a risk assessment of demand, irrespective of cost and that careful thought needed to be given to preserving human lives before monetary considerations.

Consultation survey respondents supported this view with 6% (105 respondents) suggesting Option 3 to be about cost-cutting, with the view that it should be about saving lives and public safety.

In the consultation survey affordability was seen to be the least important of the decision-making criteria, with many participants holding the view that affordability should not be considered, due to the importance of the service and it 'not being about money'.

In considering each of the three options, small numbers of respondents spontaneously commented that they would be happy to pay more for an adequate / better service (Option 1 – 1%; 25 respondents, Option 2 – 1%; 18 respondents, Option 3 – 1%; 9 respondents).

2.2.14 Alternative approaches to cost saving

Concern was raised throughout consultation responses that the consultation did not discuss or consider any changes to the central costs of running the service. References were made suggesting that 'other' costs such as the operational structure, working practices and training should be considered within the review. The view was shared that North Wales Fire and Rescue Service needed to focus on protecting frontline services during the current economic climate, with the need for a review of its administrative and central costs to be carried out. One respondent noted that the first option for cost-cutting was to remove further operational posts, despite there having been a growth in non-frontline roles.

A number of formal responses made reference to the need to review the staffing structure, with the number of officers in the senior management structure of the North Wales Fire and Rescue Services appearing high compared with other Fire and Rescue Services across England and Wales. The need to review anticipated increases in the levy by reviewing senior management requirements and administrative arrangements within the Fire and Rescue Authority was suggested.

The suggestion of 'making cut-backs at the top' was raised at one community engagement event, with attendees in a number of sessions suggesting a review of staffing structures and looking at other areas for potential savings. Some 3% (51 respondents) in the consultation survey made reference to saving costs elsewhere and it being a 'top heavy' service in discussing other criteria they felt should be considered in decision-making.

Further reviews of plans for capital investment were also suggested in formal responses, with specific references to the planned training centre in St Asaph. Whilst the importance and requirement for this facility was acknowledged, concern was raised as to the timing, size and scale of the project at the current time.

Spend on other initiatives including a new fleet and the new training facility was also raised at community engagement events, with queries arising as to how these would be funded and concern being expressed that they were not mentioned in the consultation.

2.2.15 Wider funding issues

Whilst outside the remit of this consultation, concern was raised by 3 respondents submitting formal responses to the consultation with regards to the current funding structure, with this being seen not to be transparent. With the current model (with North Wales Fire and Rescue Authority funded by way of a levy on the Unitary Authorities within the area), any change was seen as consequently putting pressure on councils' budgets, thus resulting in impacts upon other services or increases in Council Tax. Two respondents would prefer to see a 'police style council tax precept model', with one suggesting that they felt it would be appropriate for North Wales Fire and Rescue Authority to lobby central government and the Welsh Government for a review, with a focus on openness and transparency.

3.0 Consultation Survey

3.1 Sample

A total of 1,726 respondents shared their views on the Consultation Survey between 21st July and 30th September 2023.

The table below details the number of responses received in each week of the consultation period, along with a summary of the engagement activity that took place.

Table 3.1.1 – Responses by Consultation Week.

Consultation Week	Number of respondents	Summary of consultation activity
Week 1 (21/7/23 – 27/7/23)	551	Consultation launched (website; media, social media and email to database subscribers)
Week 2 (28/7/23 – 3/8/23)	71	Colwyn Bay Fire Station Open Day (29 th July)
Week 3 (4/8/23 – 10/8/23)	28	National Eisteddfod, Boduan, Gwynedd (5 th – 12 th August)
Week 4 (11/8/23 – 17/8/23)	63	Cerrigydrudion Community Engagement Event Wrexham Community Engagement Events x2 Tywyn Fire Station Open Day (12 th August) Anglesey Show, Mona, Anglesey (15 th – 16 th August)
Week 5 (18/8/23 – 24/8/23)	34	Meirionydd Show, Harlech, Gwynedd (23 rd August)
Week 6 (25/8/23 – 31/8/23)	104	Deeside Community Engagement Events x2 Dolgellau & Abersoch Community Engagement Events Bangor Fire Station Open Day (26 th August)
Week 7 (1/9/23 – 7/9/23)	133	Online Engagement Events x2 Rhyl & Ruthin Community Engagement Events Llanberis Community Engagement Event Cerrigydrudion Show (2 nd September)
Week 8 (8/9/23 – 14/9/23)	202	Llangefni and Beaumaris Community Engagement Events x2 Conwy Community Engagement Event Bangor Community Engagement Events x2 Paper questionnaire responses from Cerrig Show Press Release detailing extension of consultation to 30 th September
Week 9 (15/9/23 – 21/9/23)	195	Paper questionnaire responses from Cerrig Show
Week 10 (22/9/23 – 30/9/23)	345	Reminders of the closing date of the consultation shared

3.1.1 Overall Response

The **1,726** responses included **1,500** responses online and **226** completing a paper-based version of the questionnaire.

1,582 responses were completed in English and **144** in Welsh.

Based on a census population of 687,000 for North Wales (Census 2021), a sample of 384 responses would be required to be 95% certain (+/-5%) that it is a true reflection of the opinion of the whole population. The achieved sample of 1,726 provides a margin of error of +/-2.4% (at the 95% confidence level).

During the consultation, a number of potential ‘campaign’ responses were identified which were identical or very similar. This duplication does not invalidate the views expressed by these respondents, but it is useful to be aware of these responses in order

to contextualise the type and range of views articulated. These potential campaign responses have been analysed no differently from other responses, but where these have a large impact on the key themes at any question, this has been highlighted.

A review was completed by North Wales Fire and Rescue Service at the mid-point of the consultation, identifying gaps where low numbers of responses were being received in particular areas or from particular groups of the community. This allowed North Wales Fire and Rescue Service to arrange further engagement / publicity as required, for example a media drive to increase responses from Flintshire and the extension of the consultation to the 30th September.

3.1.2 Location

The table below details the number and percentage of respondents living, working or visiting each local authority area.

Table 3.1.2.1 – Local authority area in North Wales where you live, work or are visiting.

Local authority area	Number of respondents	% of respondents
Anglesey	125	7%
Conwy	425	25%
Denbighshire	181	11%
Flintshire	185	11%
Gwynedd	239	14%
Wrexham	306	18%
Not stated/No response	265	15%

Base: all respondents (1,726)

One in four respondents represented Conwy (25%) with smaller proportions representing Anglesey (7%) and 15% not responding to this question.

3.1.3 Employee

Some 11% of respondents were employees of North Wales Fire and Rescue Service.

Table 3.1.3.1 – Are you an employee of North Wales Fire and Rescue Service?

Employee	Number of respondents	% of respondents
Yes	191	11%
No	1,247	72%
Not stated/No response	288	17%

Base: all respondents (1,726)

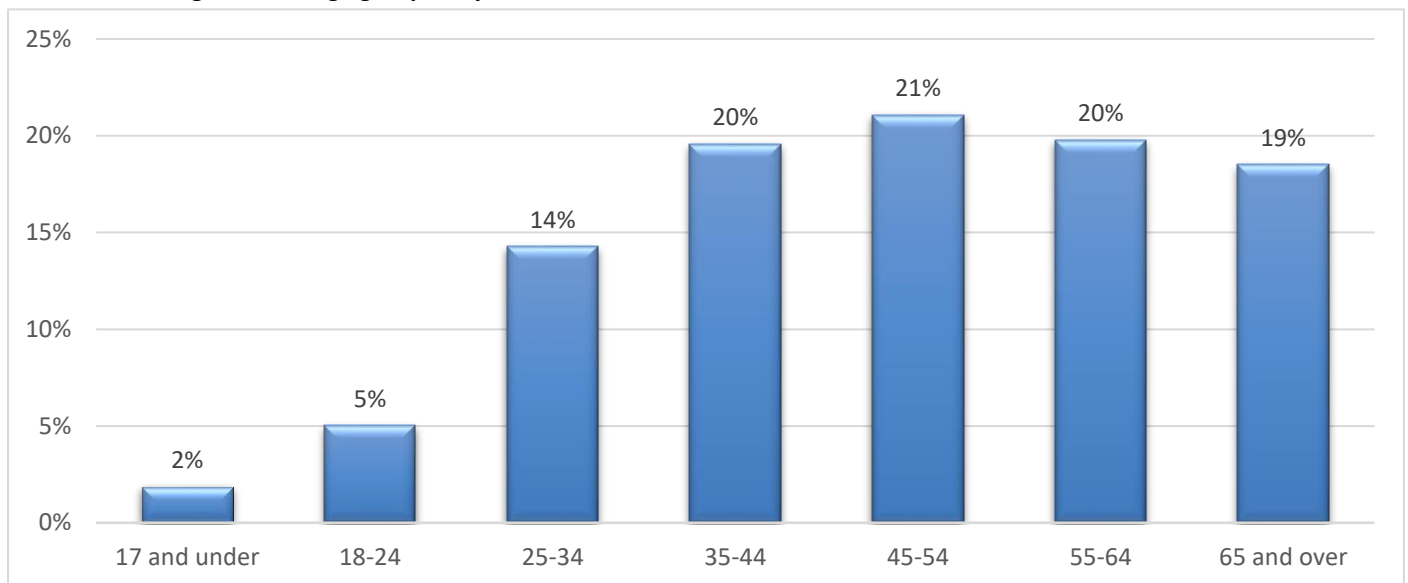
Responses from employees are included within the analysis in section 3 but, where respondents identified as employees, their responses are analysed separately in section 5.

3.1.4 Equality Monitoring

As a public body, North Wales Fire and Rescue Authority has a duty to pay due regard to the Public Sector Equality Duty to consider the impact of its decisions on people with protected characteristics under the Equality Act 2010, as well as the Human Rights Act and Welsh Language Standards (2011). Optional questions were therefore included in the consultation questionnaire. Approximately one in five (20%) chose not to provide equality monitoring information.

Those taking part in the consultation ranged from 17 and under to 65 and over, with a good spread across all age groups.

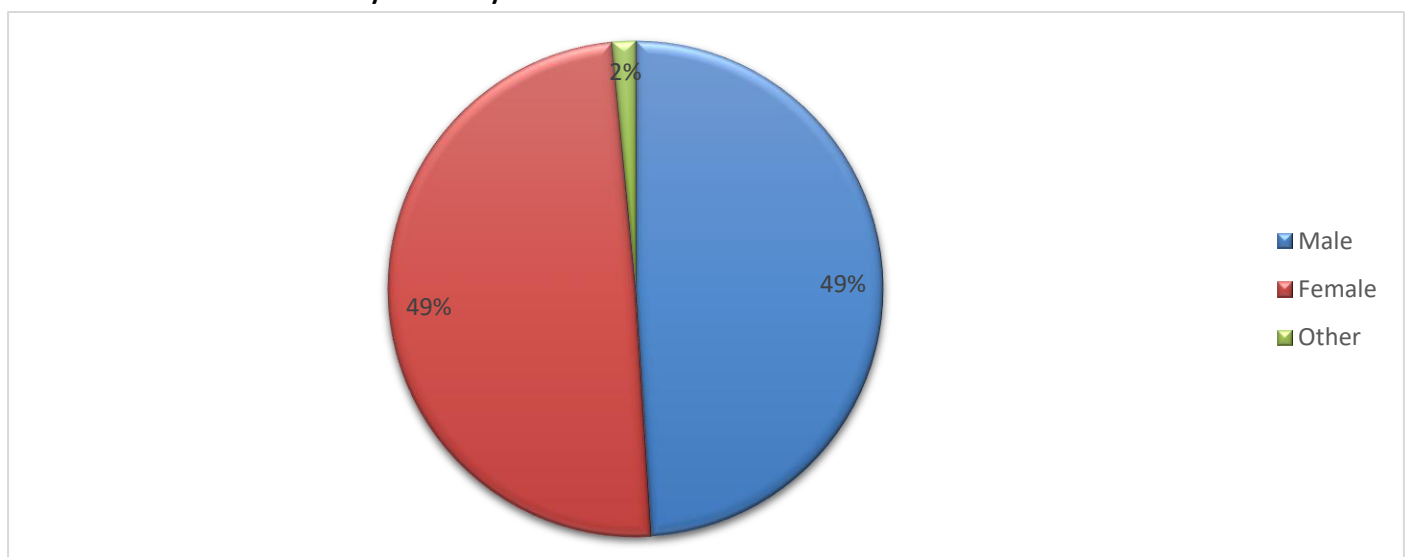
Chart 3.1.4.1 – Age - Which age group are you?



Base: all respondents excluding 'no response' (1,416)

Approximately half of respondents identified as male and half female, with 2% identifying as other.

Chart 3.1.4.2 – Gender - How do you identify?



Base: all respondents excluding 'no response' (1,398)

The majority (95%) of respondents were from White Welsh / English / Scottish / Northern Irish / British backgrounds.

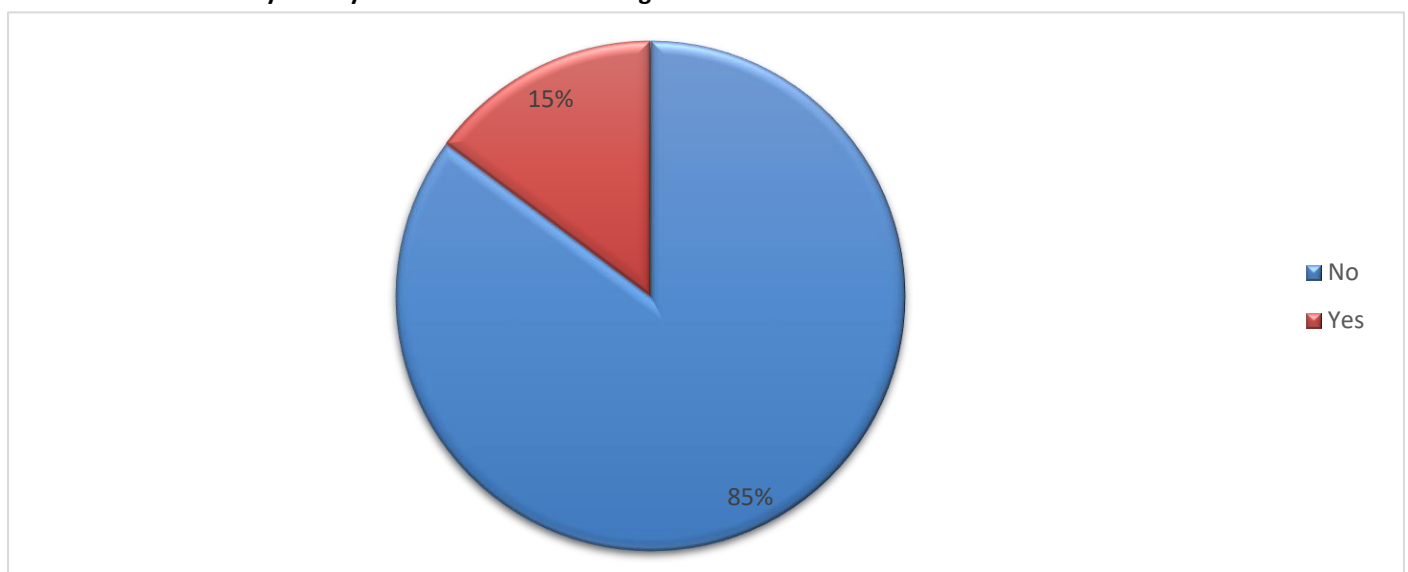
Table 3.1.4.1 – Race/Ethnicity – Which of the following best describes you?

		Number of respondents	% of respondents
White	Welsh / English / Scottish / Northern Irish / British	1,331	95%
	Irish	11	1%
	Gypsy / Roma / Traveller	1	<1%
	Any other White background	12	1%
Mixed / Multiple Ethnic Group	White and Black Caribbean	6	<1%
	White and Black African	3	<1%
	White and Asian	6	<1%
	Any other Mixed / Multiple Ethnic Group background	4	<1%
Asian / Asian British	Indian	6	<1%
	Pakistani	2	<1%
	Bangladeshi	2	<1%
	Chinese	1	<1%
	Any other Asian / Asian British background	1	<1%
Black / African / Caribbean / Black British	African	-	-
	Caribbean	2	<1%
	Any other Black / African / Caribbean / Black British background	-	-
Other Ethnic Group	Arab	6	<1%
	Any other Ethnic Group background	10	1%

Base: all respondents excluding 'no response' (1,404)

Some 15% of respondents had a disability or a long-term health condition.

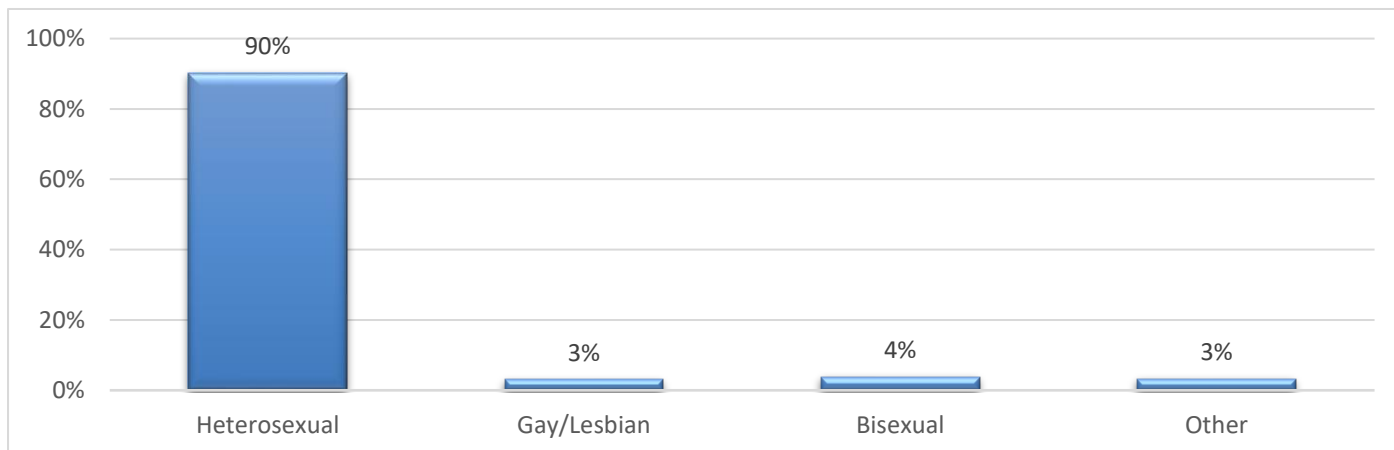
Chart 3.1.4.3 – Disability – Are you disabled or have a long-term health condition?



Base: all respondents excluding 'no response' (1,392)

Whilst 90% were heterosexual, 4% were bisexual, 3% gay / lesbian and 3% identified as other sexual orientation.

Chart 3.1.4.4 – Sexual Orientation?



Base: all respondents excluding 'no response' (1,275)

Just under half (45%) had no religion, with 51% affiliating with Christian (all denominations).

Table 3.1.4.2 – Religion and/or belief – Do you affiliate with any particular religion, faith or belief system?

	Number of respondents	% of respondents
No religion	606	45%
Christian (all denominations)	683	51%
Muslim	15	1%
Buddhist	7	1%
Hindu	1	<1%
Jewish	2	<1%
Sikh	2	<1%
Bahai	1	<1%
Any other religion	16	1%

Base: all respondents excluding 'no response' (1,333)

3.1.5 Organisation/Group

A number of respondents stated that they were responding on behalf of organisations or groups; these included various local authorities, town councils and community councils. Local and county councillors had completed the consultation along with committee members. Other respondents were employees of North Wales Fire and Rescue Service, with some representing the views of named fire stations.

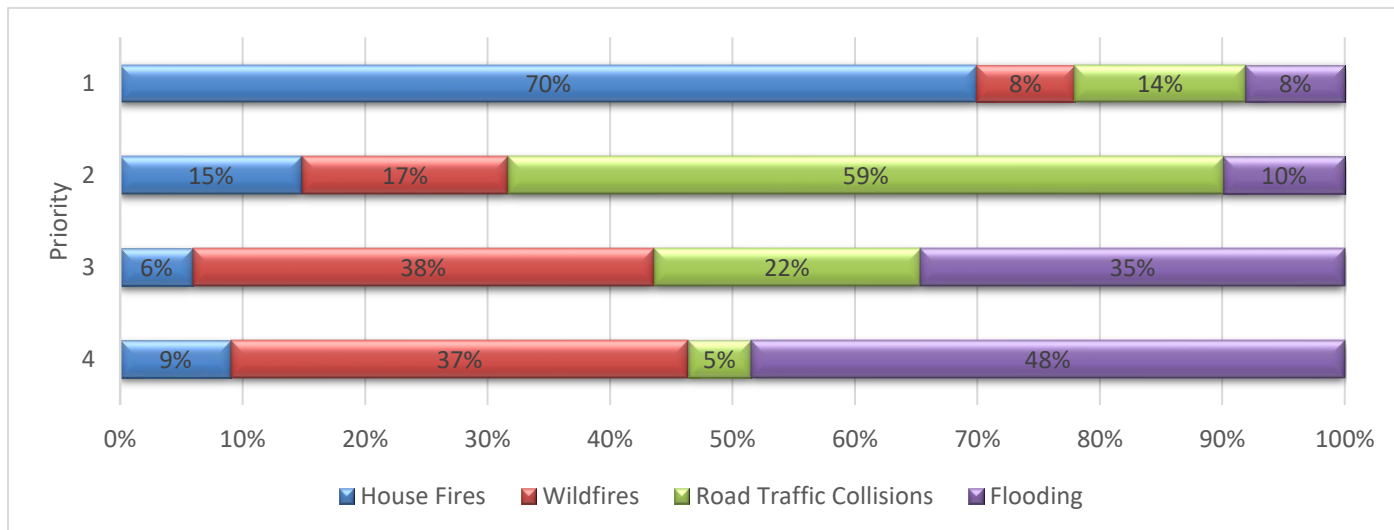
Respondents represented manufacturers, businesses, trade associations and farmers, with others representing youth service / organisations, religious organisations., social groups, education establishments, and charities.

3.2 Detailed Findings

3.2.1 Our Approach

The consultation document highlights some of the risks faced, and respondents were asked to rank a series of risks with 1 being the most worrying to them and 4 the least worrying. In considering which risks were most worrying to them, a high proportion of respondents (70%) suggested house fires to concern them most.

Chart 3.2.1.1 – What risks concern you most?



Base: all respondents excluding 'no response' (1,570)

As shown, 14% suggested road traffic collisions to be of most concern to them, with 8% suggesting wildfires and 8% flooding.

Overall, road traffic collisions were of second most concern to high proportions of respondents, with flooding and wildfires more frequently rated as lower priorities.

No significant differences in responses were recorded between groups of protected characteristics.

In considering 'other risks' North Wales Fire and Rescue Authority should be considering or planning for, 7% referred to fires at commercial premises, businesses and industrial fires.

Table 3.2.1.1 – Do you feel there are any other risks we should be considering or planning for?

	Number of respondents	% of respondents
Commercial premises / business fires / industrial (retail / hospitals / prisons)	127	7%
Electric vehicles / solar energy (electric cars / vehicles; solar panels / batteries; battery fires)	82	5%
Climate change (environmental changes / disasters; global warming; freak weather; storms; high winds etc)	76	4%
Assisting Ambulance Service / supporting other emergency	56	3%
Water safety / water rescues / waterways / inland water rescues	50	3%
Chemical incidents / hazardous materials	49	3%
Animal rescue / large animal recovery	44	3%
Terrorism / terror attacks / terrorist threat	43	2%
Population Growth (increase in number of people / houses and tourists / visitors)	39	2%
Major incidents / large fires	23	1%
Agricultural incidents / barn fires / farms	22	1%
All emergencies / all other emergencies the fire service attends	18	1%
Ageing population (vulnerable / falls)	13	1%
Specific population growth in Wrexham becoming a city	11	1%
War / attack by another country	8	<1%
Access issues / narrow streets (mainly Conwy)	7	<1%
20mph limit (impact of)	5	<1%
None / no others	164	10%
No response	771	45%

Base: all respondents (1,726)

Risks with electric vehicles and solar energy were discussed by 5% of respondents, including references to battery fires. Some 4% discussed climate change (including environmental changes / disasters, global warming and 'freak weather' such as storms and high winds). Respondents also referred to the way in which the Fire and Rescue Service assists the Ambulance Service and supports other emergency services in providing medical assistance. Population growth was also viewed as a risk, with increases in the number of people / houses and tourists / visitors (particularly in relation to the impact of Wrexham's becoming a city). An ageing population also needed to be planned for (in relation to vulnerability and increases in falls).

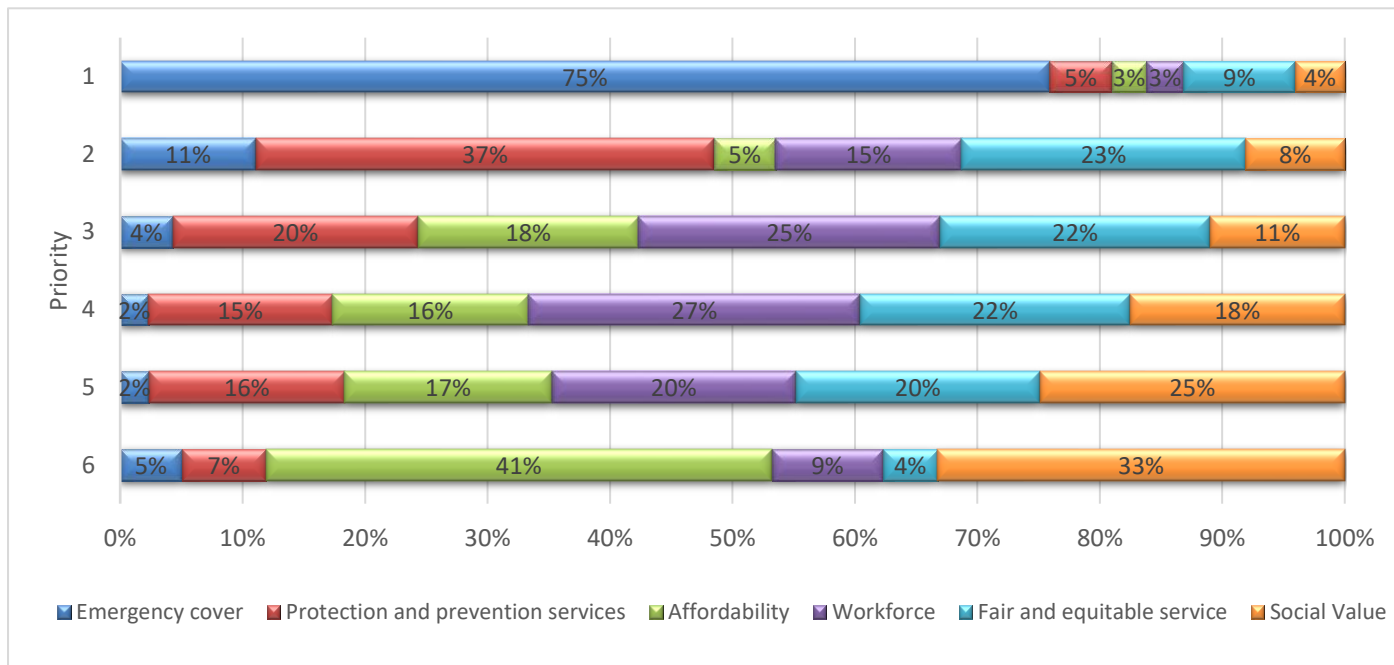
Water safety (with reference to inland water rescues) were discussed as a risk, along with animal rescue / large animal recovery, agricultural incidents and fires on farms / barn fires.

Chemical incidents and hazardous materials were also discussed as 'other risks' that needed planning for, along with terrorism and / or terror attacks and major incidents / large fires, with a small number of references to war / attack by another country.

Other references were made to access issues (specifically in Conwy with narrow streets / access to properties) and the impact of the new 20pmh speed limit needing to be considered.

North Wales Fire and Rescue Authority uses criteria to inform its decision-making about service provision across North Wales. Respondents were asked to rank a series of decision-making criteria, with 1 being the most important to them and 6 the least important. In considering which of the decision-making criteria were most important to them, respondents most frequently selected emergency cover.

Chart 3.2.1.2 – Which decision-making criteria is most important to you?



Base: all respondents excluding 'no response' (1,559)

Some 9% suggested fair and equitable service to be the most important decision-making criteria to them, with 5% suggesting protection and prevention services, 4% social value and 3% workforce. Only 3% selected affordability as the most important criteria.

Protection and prevention services were most frequently ranked as the second most important. Similar rankings were given to the importance of the workforce and fair and equitable service, with affordability and social value more frequently being ranked as least important.

No significant differences in responses were recorded between groups of protected characteristics.

In explaining their reasoning for choosing the ratings above, respondents felt 'safety comes first', with keeping communities safe seen to be most important. Some 5% of respondents suggested all of the decision-making criteria were important, with 1% feeling that it was unfair to rank these in order of priority.

Table 3.2.1.2 – Reasons for ratings - General

	Number of respondents	% of respondents
Safety comes first / community safety / keeping communities safe seen as most important	134	8%
All are important / all vital parts of emergency service	91	5%
Unfair to rank / negative comments on questionnaire structure / ranking	23	1%

Base: all respondents (1,726)

The sections below summarise comments made in relation to each of the decision-making criteria identified.

Emergency cover (how our fire appliances respond to emergency calls)

Emergency cover was discussed as the priority that should always come first. The speed of response and having adequate cover to respond to emergencies were essential aspects, with local knowledge also being important.

Table 3.2.1.3 – Reasons for ratings – Emergency Cover

	Number of respondents	% of respondents
Emergency cover is priority / always comes first / main priority	256	15%
Speed of response / response time / having a fast response most important	197	11%
Cover / having enough cover / adequate service essential / most important	93	5%
Attending emergencies	38	2%
Local knowledge	18	1%

Base: all respondents (1,726)

Protection and prevention (how we keep your homes and businesses safe)

Respondents felt a proactive approach to prevention was also required with a need for more education to prevent fires; with a smaller number suggesting people and businesses need to take more responsibility for ensuring that their properties are safe.

Table 3.2.1.4 – Reasons for ratings – Protection and prevention

	Number of respondents	% of respondents
Proactive approach to prevention / better to prevent / more education	90	5%
Need for people / businesses to take more responsibility for ensuring properties are safe	5	<1%
Prevention important but lower than emergency cover	3	<1%

Base: all respondents (1,726)

Prevention was seen to be important, but overall, a lower priority than emergency cover.

“Prevention is important – but more important to have response when needed.”

“Prevention is important, but they will never stop accidents happening – emergency cover comes first.”

Affordability (keeping our services as affordable as possible, providing best value for money)

7% of respondents felt affordability should be the lowest priority, with the view that affordability should not be considered due to the importance of the service and it ‘not being about money’.

Table 3.2.1.5 – Reasons for rating – Affordability

	Number of respondents	% of respondents
Affordability lowest priority / not about money / should not be considered	115	7%
Lives more important than money	43	2%
Happy to pay more for better service / rather pay more to ensure service available	40	2%
Can't put a value on lives / cannot put price on saving lives	39	2%
Money a low priority for an essential service	37	2%
Suggested financial / cost savings elsewhere	17	1%

Base: all respondents (1,726)

Whilst affordability was seen to be important by some, respondents felt lives were more important than money and ...

"...you cannot put a value on saving lives."

Respondents suggested that they would be happy to pay more for a better service, with many feeling that money should be a low priority for an essential service.

"I'd rather pay whatever it costs to have the best service possible"

Respondents were keen to see financial cost savings in other areas, with comments around the service being 'top heavy', and the preference was expressed for cuts not to be made with regard to firefighter numbers on the ground.

"Get rid of pencil pushers before boots on ground."

"Lives are not statistics, top brass having pay rises while firefighters being cut. It's now a business not a service."

Workforce (impact of changes on our teams)

The need to look after staff was referred to here, along with ensuring that staff are happy, morale is high, and staff feel valued.

Table 3.2.1.6 – Reasons for rating – Workforce

	Number of respondents	% of respondents
Need efficient / happy staff / high morale / value staff / look after staff	38	2%
Keeping staff trained / well-trained workforce important	34	2%
Retention of skilled staff / retaining workforce is vital to service provision / concern staff will take skills 'over the border'	33	2%
Wellbeing of the workforce is important	15	1%
Crew health and wellbeing is vital for emergency response and fire prevention	15	1%
Impact on staff could affect performance	11	1%
Good / fair working conditions / work life balance	9	1%
Important to keep valuable workforce happy	7	<1%
Fairly paid / adequate salaries	5	<1%
Unfair to make massive changes to workforce conditions / travel time etc	2	<1%

Base: all respondents (1,726)

Ensuring the workforce was well-trained, with ongoing training was also referred to here as being important.

The retention of skilled staff was seen to be vital for service provision, with concern that changes may lead to staff taking their skills ‘over the border’. Concern was also raised that changes to workforce conditions, with increased travel times etc, could impact upon staff performance.

“Without them we don’t have a service.”

The wellbeing of the workforce was seen by respondents as important, with crew health and wellbeing vital for emergency response and fire prevention.

Fair and equitable service (having our staff at the right place, at the right time and with the right skills)

Respondents thought that the key was having the right people in the right place at the right time, with the need for all areas (urban and rural) to have equal access to services.

Table 3.2.1.7 – Reasons for rating – Fair and equitable service

	Number of respondents	% of respondents
Having the right people in the right place at the right time	88	5%
Equal access – all areas should have cover (urban and rural)	78	5%

Base: all respondents (1,726)

Social Value (recognising the impact of any changes we make on our communities)

Respondents felt it was important to recognise the impact of changes upon communities. Whilst respondents acknowledged social value to be important, in the context of everything else it was seen as a lower priority.

Table 3.2.1.8 – Reasons for rating – Social Value

	Number of respondents	% of respondents
Important to recognise impact / change upon communities	10	1%
Social impact is important / makes positive difference in community	7	<1%
Social value is important but in the context of everything else is a lower priority	4	<1%

Base: all respondents (1,726)

One respondent summarised the priorities of the decision-making criteria, with the view that...

“...Ultimately the ‘rescue’ element is the most important. You have to be able to provide a service that saves lives when prevention measures and community awareness are not enough on their own to prevent disaster.”

In considering any 'other criteria' that they thought should be included in terms of decision-making, respondents frequently referred to response times and the distance from stations to emergencies.

Table 3.2.1.9 – Are there any other criteria that you think should be included?

	Number of respondents	% of respondents
Response times / fast response times	51	3%
Save cost elsewhere / ref top heavy service	42	2%
Distance from station to emergency / logistics	25	1%
Threat to life / public safety	23	1%
Employees health and wellbeing / staff morale	23	1%
Recruitment and retention	22	1%
Public perception / public reaction / communicate with public / public confidence	17	1%
Education / schools / prevention	16	1%
Population growth / population density	13	1%
Equipment / ensure have essential equipment	12	1%
Fire service assisting other agencies (Ambulance Service) / providing medical assistance	10	1%
Job security / job losses	8	<1%
Importance of local knowledge	8	<1%
Change in demand during different times of year / flexibility / how dynamic can the service be	7	<1%
Training – ensure crews are fully trained / trained adequately	7	<1%
Impact on families / how families of the fire service will be supported	7	<1%
Fair pay	6	<1%
Protection of Welsh language / ref Welsh language	5	<1%
Environmental impact	5	<1%
No / none	340	20%
No response	869	50%

Base: all respondents (1,726)

References to saving costs in other ways were discussed as 'other criteria' that should be included in decision-making, with reference to the Service being 'top heavy'.

Public safety and / or the threat to life were also discussed here, along with public perception and confidence in the Service. Employees' health and wellbeing, staff morale, the recruitment and retention of staff and the impact decisions made had upon the families of the Service employees were also discussed as other criteria that should be included in decision-making.

Population growth and population density were also referred to along with change in demand at different times of the year, with reference to flexibility and how dynamic the Service can be.

Respondents felt the way in which the Fire and Rescue Service assists other agencies such as the Ambulance Service by providing medical assistance, should also be taken into account.

Ensuring that staff were adequately trained and had access to essential equipment was also discussed as a potential decision-making criteria, along with the importance of local knowledge.

3.2.2 Options for Emergency Response for the Future

Respondents were asked to consider the detail of three options for emergency response in the future, with these including varying the level of response in certain areas and reducing levels during periods of lower demand.

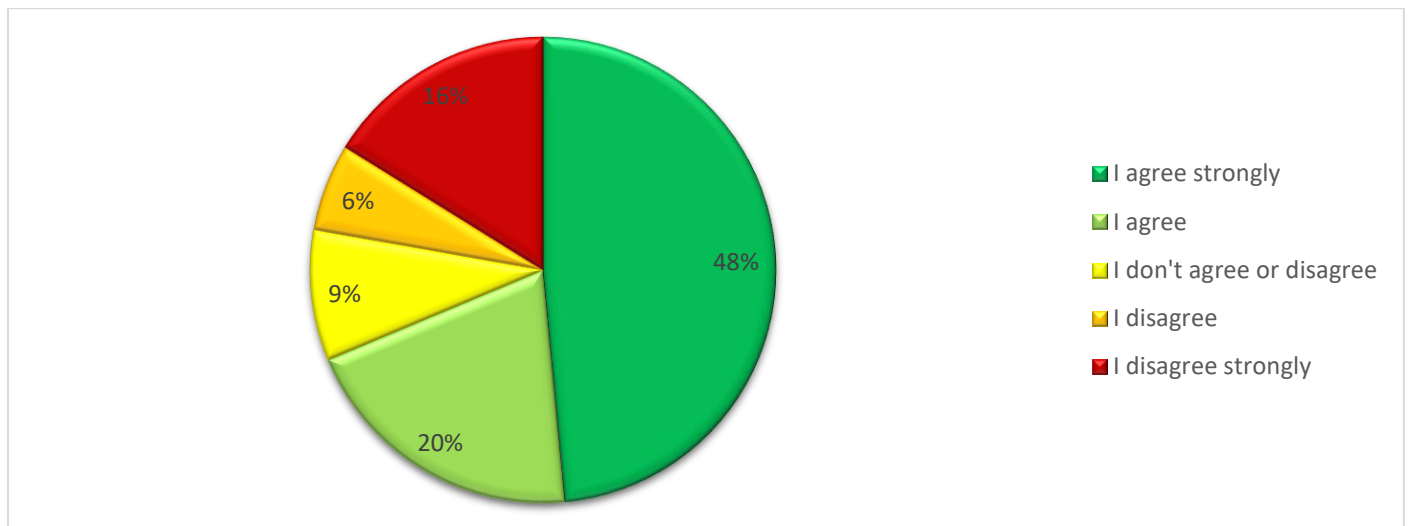
3.2.2.1 Option 1

In summary, Option 1 involves:-

- Maintaining a 24-hour response model at existing wholetime stations, with Rhyl and Deeside fire stations changing to a day crewing duty system.
- The addition of **three** day staffed fire stations at Corwen, Porthmadog, and Dolgellau, utilising the reallocation of wholetime firefighters following changes at Rhyl, Deeside and the Rural Wholetime Duty System.

Two-thirds agreed (48% agreed strongly and 20% agreed) that Option 1 met the needs of their communities.

Chart 3.2.2.1.1 – To what extent do you think Option 1 meets the needs of our communities?



Base: all respondents excluding 'no response' (1,533)

In explaining why they made this choice, 24% (409 respondents) did not respond, with a further 2% (28 respondents) being unsure or not knowing the areas affected well enough to comment.

Positive comments on Option 1 most frequently referred to this option as providing the best cover, more cover or improvements to emergency cover, with this being suggested by 10% of respondents.

Table 3.2.2.1.1 – Feedback on Option 1 – positive comments

	Number of respondents	% of respondents
Best cover / good cover / more cover / improves emergency cover	177	10%
Good option / best of the options (best of a bad choice)	115	7%
Jobs protected / no job losses / less impact on staff / firefighter numbers	114	7%
All stations needed / no closures	81	5%
Better / improved response times	77	4%
Better cover rurally / improvements to rural cover	73	4%
Closest to current model / less impact on current provision	67	4%
Cost effective / cost difference to other options not worth it	59	3%
Equitable for all areas / more equal service	57	3%
Safest option	41	2%
Day crewing at more stations is good	34	2%
Happy to pay more for increased services	25	1%
Wrexham keeps third appliance	25	1%
Best use of resources / better distribution of resources	21	1%
Important to have local stations / local knowledge	13	1%
Day crewing second best / day crewing will be fine	10	1%
Greater / more community engagement / more education / prevention	10	1%

Base: all respondents (1,726)

Some 7% referred to this option, in their opinion, being the ‘best of the options available’, with 4% referring to it being closest to the current model, and 2% thought it to be the safest option.

Jobs being protected and Option 1 not involving job losses was referred to by 7%, with this option having less impact on firefighter numbers and staff. All stations being needed and this resulting in no closures was also discussed by 5% of respondents, with a smaller number also stressing the importance of local knowledge in having local stations.

Option 1 providing better / improved response times was also frequently discussed along with providing improvements to cover in rural areas and it providing a service more equitable for all areas.

Option 1 was described to be ‘cost effective’, with the cost difference to other options not seen to be worthwhile by 3% of respondents, with a further 1% sharing the view that they would be happy to pay more for increased services.

Having day crewing at more stations was seen as a positive, with day crewing described to be ‘second best’ and ‘adequate’. Maintaining the third appliance at Wrexham was seen as a positive regarding Option 1, with the option also seen to be the best use of resources. A small number of respondents also made positive reference to Option 1 as providing more community engagement, education and prevention work.

Negative comments on Option 1 most frequently referred to the need for 24-hour cover as provided in the current model (6%), with the view that accidents did not happen during the working day.

Table 3.2.2.1.2 – Feedback on Option 1 – negative comments

	Number of respondents	% of respondents
24-hour response should be retained / accidents don't happen 9-5 / need 24-hour cover	102	6%
Consider Fire Brigades Union Option 4 &5 / growth options	71	4%
Reduces cover / not enough cover	38	2%
Need more not less / more services not cut backs	26	2%
Taking cover from one area to use for another (rob Peter to pay Paul)	21	1%
Increase in response times	20	1%
More risk at night time	20	1%
Puts lives at risk / dangerous	18	1%
Impact on staff	16	1%
Life is priceless / cannot put a value on life	13	1%
Delays if not staffed at night	7	<1%
Day crewing not suitable	7	<1%
Don't agree with any of the options	7	<1%
Prefer Option 2	5	<1%

Base: all respondents (1,726)

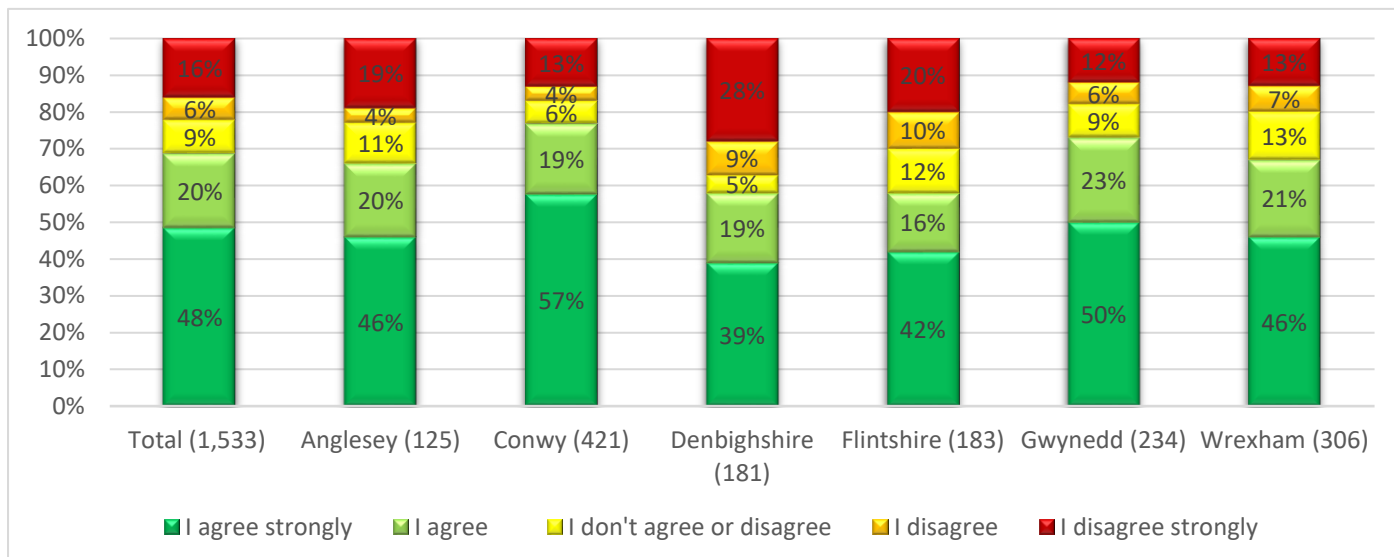
Some 4% of respondents referred to the need for growth options, including those proposed by the Fire Brigades Union North Wales to be considered. As discussed in section 3.1.1, a number of potential 'campaign' responses were identified, with this response featuring in those responses, amongst others.

Option 1 was discussed to reduce cover and thus not provide enough cover, with respondents suggesting the need for more cover rather than cut-backs and referring here to cover being taken from one area to be used in another.

Increases in response times were referred to here, with respondents suggesting this as being 'dangerous' and putting lives at risk (particularly at nighttime), while 1% suggested that you cannot put a value on life. This option was also discussed by 1% to have an impact upon staff.

As would be expected, opinions on this matter varied dependent on respondents' locations.

Chart 3.2.2.1.2 – To what extent do you think Option 1 meets the needs of our communities? (by Location)



Base: all respondents excluding 'no response' (1,533)

Respondents in Conwy, Gwynedd, Anglesey and Wrexham more frequently agreed that Option 1 met the needs of their communities, with those in Denbighshire and Flintshire more frequently disagreeing strongly.

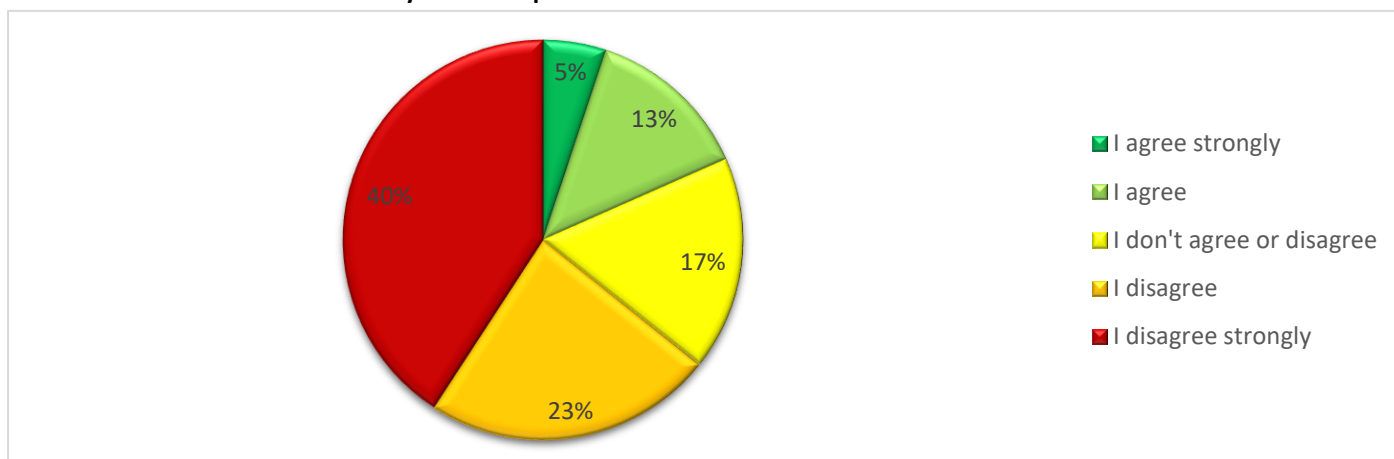
3.2.2.2 Option 2

In summary, Option 2 involves:-

- A response model where Rhyl and Deeside fire stations change to a day staffing duty system.
- Wrexham’s third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters.
- The redistribution of staff from Wrexham, Rhyl, and Deeside fire stations and the Rural Wholetime Duty System enables the addition of **three** day staffed stations located at Corwen, Porthmadog, and Dolgellau and a reduction in wholetime firefighter numbers by 22.
- The realisation of £1.1 million of savings towards the 2024/25 budget.

Overall, 18% agreed (5% agreed strongly and 13% agreed) that Option 2 met the needs of their communities.

Chart 3.2.2.2.1 – To what extent do you think Option 2 meets the needs of our communities?



Base: all respondents excluding 'no response' (1,456)

In explaining why they made this choice, 29% (502 respondents) did not respond with a further 2% (19 respondents) suggesting that they were unsure, did not know the areas affected or felt that the option was not relevant to their area.

Positive comments on Option 2, although made by a small proportion of respondents, most frequently referred to the option improving or maintaining cover, and it providing savings / saving money going forward, along with providing best value for money whilst keeping costs affordable.

Table 3.2.2.2.1 – Feedback on Option 2 – Positive comments

	Number of respondents	% of respondents
Improves emergency cover / good coverage / maintains cover	42	2%
Saving / future saving / saves money	41	2%
Reasonable option / decent option	22	1%
3 pumps at Wrexham not required / underutilised	22	1%
No closures	18	1%
3 new stations / additional cover	17	1%
Rural communities better served	15	1%
Best value for money / keeps costs in check / affordable	14	1%
Better than option 3	14	1%
Best of the options	13	1%
Fairer service to all communities / equitable cover	13	1%
Fair idea / fair alternative	8	<1%

Base: all respondents (1,726)

Respondents described Option 2 as a 'reasonable' or 'decent' option, with 1% suggesting it to be the 'best of the options'. Option 2 involving no station closures was seen as a positive, with three additional stations, rural communities being better served and the model providing more equitable cover across the area also discussed. 1% referred here to feeling that three pumps were not required or fully utilised at Wrexham.

Negative comments on Option 2 most frequently referred to job losses, staff numbers being reduced and not supporting the reduction in firefighter posts.

Table 3.2.2.2.2 – Feedback on Option 2 – Negative comments

	Number of respondents	% of respondents
Staff numbers reduced / job losses / don't agree with reducing firefighter posts	204	12%
3 pumps needed at Wrexham / do not support removal of appliance	101	6%
Reduction in cover / less cover / cuts in cover	88	5%
Reduction in safety / risk lives / put lives at risk / danger to lives / dangerous	75	4%
Not as good as option 1 / prefer option 1	72	4%
Consider Fire Brigades Union Option 4 &5 / growth options	67	4%
Cuts in cover (Wrexham / major city specific) / large area / growing / big industrial estates	66	4%
Should not be about cost cutting / budgets should not affect safety / decisions should not be made on reducing budgets – its public safety	58	3%
Don't agree with cuts / cuts are a step in the wrong direction	56	3%
24 hour cover is essential / needed	45	3%
Negative impact on response times	28	2%
Does not improve cover / negative change / need more not less	22	1%
Look to reduce costs elsewhere	21	1%
Doesn't provide good enough / sufficient cover	19	1%
Happy to pay more for a better service	18	1%
Retained duty system unfit for purpose / doesn't guarantee cover / unreliable	17	1%
Impact on communities	13	1%
Does not save money / make financial sense	11	1%
Day staffing not reliable	9	1%
Impact on staff wellbeing / morale	7	<1%
Robbing Peter to pay Paul	6	<1%
Don't agree with any of the options	4	<1%

Base: all respondents (1,726)

Some 6% made specific reference here to the need for three pumps in Wrexham and to their not supporting the removal of this appliance, with a further 4% making specific references to cuts to cover in Wrexham, with this not seen as appropriate due to its being a large and growing area with significant industrial estates.

Those who did not agree that Option 2 would meet the needs of their communities frequently referred to the option providing less cover, with this resulting in a reduction in safety and putting lives at risk. A negative impact upon response times was referred to, with the proposed model not seen to provide sufficient cover, and 24-hour cover viewed to be essential.

Some 4% referred to Option 2 as not being as good as Option 1, with 3% not agreeing with the cuts and feeling the changes were a 'step in the wrong direction'. A further 3% felt changes made to service provision should not be about cost-cutting, with the importance of decisions being made with regard to public safety, not reducing budgets. The financial saving between Options 1 and 2 was not seen to be significant enough and so, in their opinion, to not make financial sense.

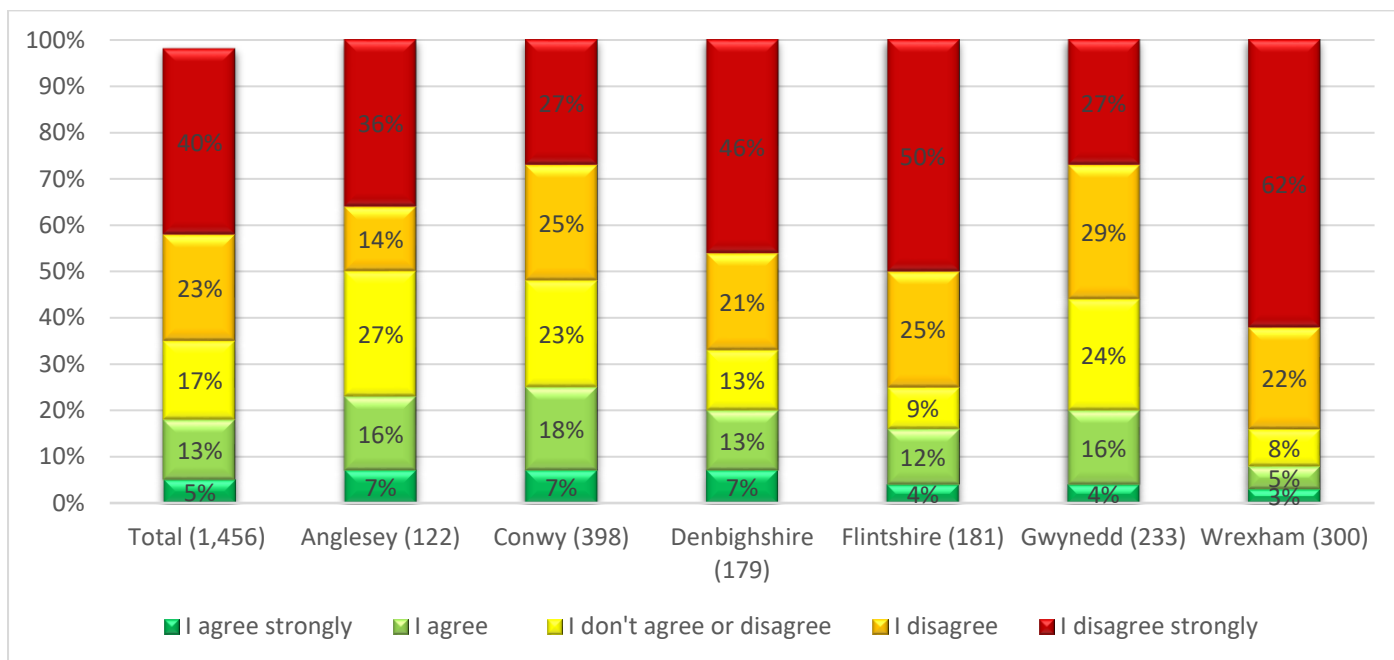
Some 4% of respondents referred to the need for growth options, including those proposed by the Fire Brigades Union to be considered. As discussed in section 3.1.1, a number of potential 'campaign' responses were identified, with this response featuring in those responses, among others.

Respondents referred to this option ‘robbing Peter to pay Paul’, with 1% spontaneously suggesting that they would be happy to pay more for a better service. Some 1% of respondents suggested looking to cut costs elsewhere.

Respondents also raised concern that Option 2 would have an impact upon communities and staff wellbeing and morale. Comments were made regarding the Retained Duty System not being ‘fit for purpose’ and not guaranteeing cover, along with the view that day staffing is not reliable.

As would be expected, opinions on this again varied dependent on respondents’ locations.

Chart 3.2.2.2.2 – To what extent do you think Option 2 meets the needs of our communities? (by Location)



Base: all respondents excluding ‘no response’ (1,456)

Respondents in Conwy (25%) and Anglesey (23%) more frequently agreed (agree strongly and agree) that Option 2 met the needs of their communities, with those in Wrexham (84%) and Flintshire (75%) more frequently disagreeing (disagree and disagree strongly).

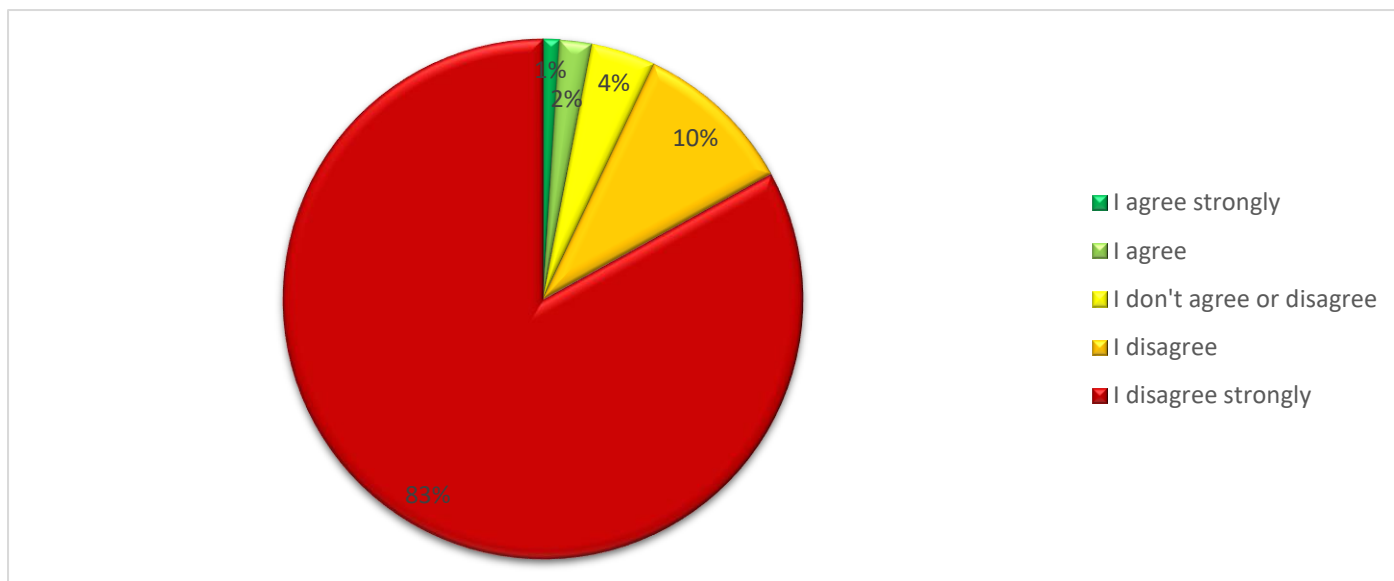
3.2.2.3 Option 3

In summary, Option 3 involves:-

- A response model where Rhyl and Deeside fire stations change to a day staffing duty system.
- Wrexham’s third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters.
- The redistribution of staff from Wrexham, Rhyl, and Deeside fire stations and the Rural Wholetime Duty System enables the addition of **two** day staffed stations located at Porthmadog and Dolgellau and a reduction in wholetime firefighter numbers by 36.
- The closure of five on-call fire stations at Abersoch, Beaumaris, Cerrigydrudion, Conwy, and Llanberis, resulting in the reduction of on-call firefighter numbers by 38.
- The realisation of £2.4 million of savings towards the 2024/25 budget.

Overall, 3% agreed (1% agreed strongly and 2% agreed) that Option 3 met the needs of their communities, with 93% disagreeing (10% disagree and 83% disagree strongly).

Chart 3.2.2.3.1 – To what extent do you think Option 3 meets the needs of our communities?



Base: all respondents excluding 'no response' (1,463)

In explaining why they made this choice, 26% (449 respondents) did not respond.

Very few positive comments were made regarding Option 3, with these focusing on it being the cheapest option with most cost savings, giving financial stability and being, in their view, the fairest option across North Wales.

Table 3.2.2.3.1 – Feedback on Option 3 – Positive comments

	Number of respondents	% of respondents
Cheapest / most savings / costs tax payer less	9	1%
Fairest option across North Wales	6	<1%
Gives financial stability	1	<1%

Base: all respondents (1,726)

Negative comments on Option 3 most frequently referred to closures of local fire stations, with a lack of support for this and this seen to be dangerous for the communities involved. Respondents described the option as 'terrible', 'disgusting', 'dangerous', 'irresponsible' and 'unbelievable'.

Table 3.2.2.3.2 – Feedback on Option 3 – Negative comments

	Number of respondents	% of respondents
Closure of stations bad / dangerous / against closures / need local stations open	314	18%
Put lives and community at risk / reduction in safety / costs lives	194	11%
Fire cover reduced / limits cover / loss of cover / reduction in cover / poorer service	144	8%
Decrease in firefighters / fewer firefighters	110	6%
About cost cutting not public safety / should be about life saving not cost cutting	105	6%
Decrease in response times / slower response	105	6%
Job losses / job cuts	72	4%
Consider Fire Brigades Union Option 4 &5 / growth options	70	4%
Terrible option / terrible idea / appalling / disgusting / dangerous / irresponsible / unbelievable	69	4%
3 pumps needed at Wrexham (City / growing) / Needs a full service	64	4%
Worse than option 2 / worst option	33	2%
Doesn't meet needs / doesn't improve cover / no improvements	30	2%
Need local knowledge / local knowledge important	28	2%
Too much reduction / too much reduction in cover	24	1%
24 hour cover needed / required	18	1%
Additional cost for option 1 is minimal / only £9 per year / cost saving against other options is marginal	17	1%
Look to reduce costs elsewhere	16	1%
Loss of income / opportunities in rural communities	13	1%
Reduction in number of appliances	11	1%
Prefer option 1	10	1%
Happy to pay more for better / decent / adequate service	9	1%
Impact on staff / staff morale	7	<1%
Cannot put value / price on life	6	<1%
Retained duty system unfit for purpose (RDS review)	6	<1%
Day staffing issues	5	<1%
Don't agree with any of the options	5	<1%
Robbing Peter to pay Paul	5	<1%
Ref 20 mph speed restriction / impact of	4	<1%
Community engagement / education / prevention work lost	4	<1%

Base: all respondents (1,726)

Option 3 was seen to put communities and lives at risk with a reduction in cover resulting in a poorer service and this impacting upon public safety. Decreases in response times and this option providing a slower response was also frequently discussed, with the view that this option represented 'too much' reduction in cover. The decrease in the number of firefighters was also referred to, along with a lack of support for job losses and job cuts.

Some 4% of respondents referred to the need for growth options, including those proposed by the Fire Brigades Union to be considered. As discussed in section 3.1.1, a number of potential 'campaign' responses were identified, with this response featuring in those responses, among others.

Specific references were again made here to the requirement for 3 appliances in Wrexham, with the view that this growing area required a full service. Issues were raised again with the Retained Duty System and day staffing issues, along with the requirement for 24-hour cover.

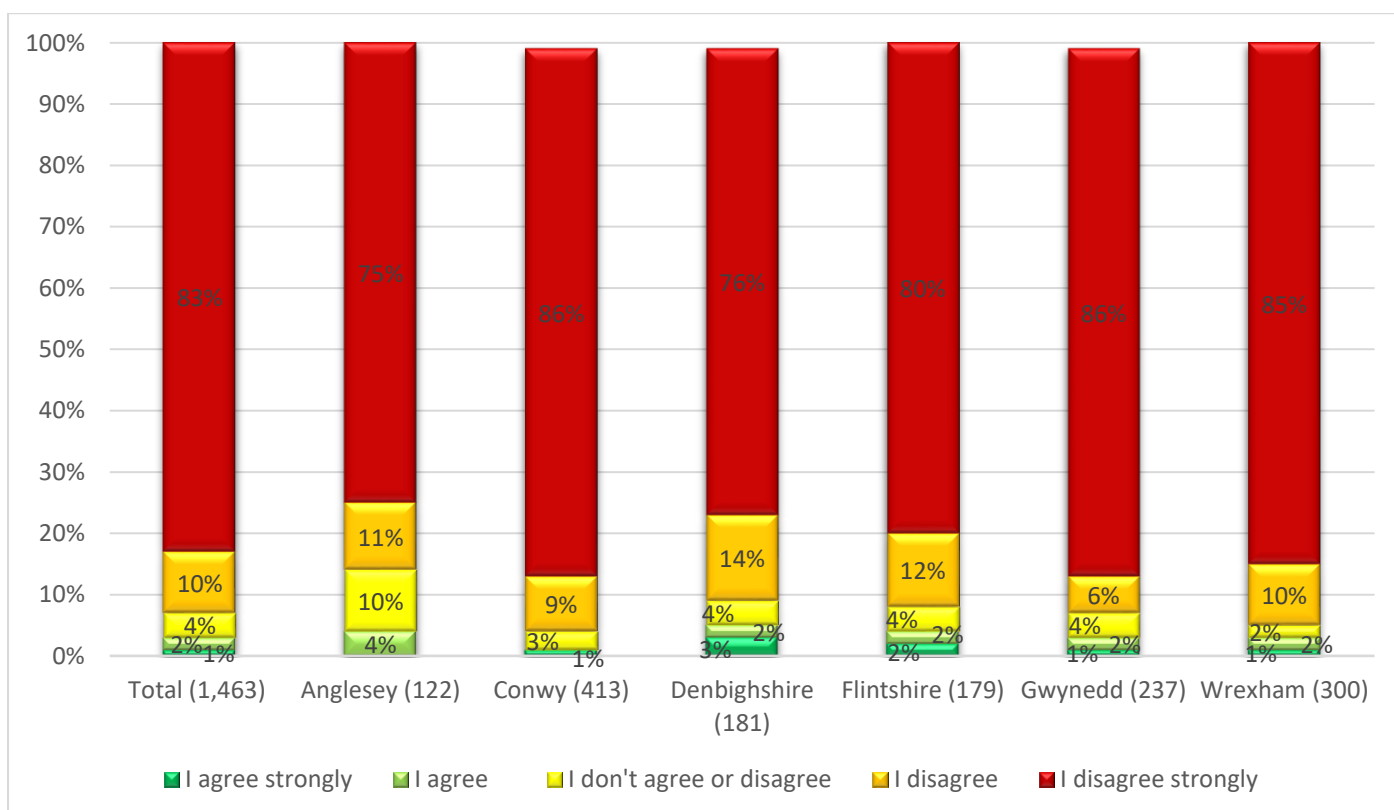
Some 6% saw Option 3 to be about cost cutting rather than public safety and felt this was the wrong approach. Again, the cost saving between options was seen as minimal, with a small number spontaneously suggesting they would be happy to pay more for a better or adequate service. A number of respondents suggested the need for costs to be reduced elsewhere.

Local knowledge was also discussed here, with concern that changes would mean a reduction in local knowledge within crews. The loss of income and the impact of station closures in rural areas on the communities was also raised, along with the impact on staff and morale as a result of these changes.

Some 2% discussed that Option 3 did not provide any improvement in cover, with a number of respondents suggesting that they felt this was the 'worst' option and a small number here stating their preference again for Option 1. Concern was also raised regarding the loss of community engagement, education and prevention work associated with Option 3.

Whilst very few respondents agreed that Option 3 met the needs of their communities, the proportion of those disagreeing strongly with this option varied dependent on respondents' locations.

Chart 3.2.2.3.2 – To what extent do you think Option 3 meets the needs of our communities? (by Location)



Base: all respondents excluding 'no response' (1,463)

Respondents in Gwynedd (86%), Conwy (86%), Wrexham (85%) and Flintshire (80%) most frequently disagreed strongly with Option 3, with this the case for 76% in Denbighshire and 75% in Anglesey.

3.2.3 Equality Impact

In considering any other equality issues they felt North Wales Fire and Rescue could be thinking about, respondents shared a variety of comments around equality in terms of those taking part in the consultation, equality of service with regard to location, employment diversity and staff wellbeing.

Table 3.2.3.1 – Are there any other equality issues that we could be thinking about?

	Number of respondents	% of respondents
No response	979	57%
None / no / nothing	323	19%
<i>Equality in taking part in the consultation</i>		
Digitally isolated / those without internet	14	1%
Older people	10	1%
Disability	9	1%
Young people / youths	5	<1%
Minority groups / language barriers	2	<1%
Deaf / hearing impaired	1	<1%
<i>Equality in location</i>		
Equal cover for all communities / treat everyone fairly (urban and rural)	51	3%
Rural support / equitable service for rural areas	24	1%
Deprived areas	4	<1%
<i>Employment diversity</i>		
Ref Welsh speaking – Welsh should not be required / other ways language can be protected / Should speak Welsh / Welsh should be protected	19	1%
Best qualified for the job / ability / right skills	18	1%
Diversity of staff / all welcome	5	<1%
More female firefighters	5	<1%
More diverse in recruitment	2	<1%
Equal treatment of staff / equal pay	2	<1%
Diverse service	1	<1%
<i>Staff wellbeing</i>		
Impact on families / not family friendly career / impact of shift pattern	18	1%
Impact on staff / staff wellbeing	16	1%
Childcare issues	10	1%
Work life balance	9	1%
Change in location / travel time	7	<1%
Fair pay for firefighters / public sector workers	6	<1%
Protecting staff that are displaced / support station going to close	5	<1%
Listen to the workforce	4	<1%
Impact of changing shift patterns	3	<1%
Staff morale	1	<1%

Base: all respondents (1,726)

With regards to equality in terms of taking part in the consultation a small number of references were made to ensuring that the digitally-isolated had the opportunity to take part. Other comments focussed on older people and young people, along with reference to ensuring those from minority groups with potential language barriers, people with disabilities and hearing impairments could take part. These were general comments, with suggestions of areas they felt should be considered, as opposed to specific requirements or examples from this consultation. As noted in sections 1 and 4 of this report, North Wales Fire and Rescue Services' Equality, Diversity and Inclusion Officer worked throughout the consultation to ensure that those with protected characteristics and those who may find it difficult to take part had the opportunity to have their say. For example, responding to a concern raised in Conwy regarding members of the public being digitally excluded, the Equality, Diversity and Inclusion Officer delivered a face-to-face consultation event with this group where paper copies of the questionnaire were completed.

Equality in terms of location was discussed with the need for all communities to be treated equally, and for there to be equitable cover for rural and urban areas. Deprived areas were also referenced here.

A number of respondents commented here in relation to employment diversity, with the main focus falling upon the Welsh language. Whilst some felt employees should have a certain level of Welsh and that Welsh should be protected, others commented that they felt the requirement to speak Welsh was not required and may be limiting in terms of recruitment. Several respondents felt being the best candidate for the role to be more important, with this based upon ability and skills. More diversity in recruitment was suggested to ensure everyone was welcome, along with the need for more female firefighters.

Respondents took the opportunity here to discuss the impact of the proposed options on staff wellbeing, with the impacts upon employees and their families raised. The need for a work / life balance and support for staff who have to relocate or are impacted by changes in shift patterns were discussed, with a number of references also made to fair pay for public sector workers. As discussed in section 1, an Equality Impact Assessment was completed at the initial mapping and pre-consultation phase, and this will be updated based on feedback from the consultation.

3.2.4 Additional Information

In discussing any other areas of emergency cover that they would like North Wales Fire and Rescue Service to consider, the most frequent comments were around the way in which the Service assists the Ambulance Service with health and medical emergencies.

Table 3.2.4.1 – Are there any other areas of emergency cover that you would like us to consider?

	Number of respondents	% of respondents
Assisting Ambulance Service / health / medical situations / CPR	79	5%
Animal rescue / large animal rescue / reinstate large animal rescue	30	2%
Growth options	29	2%
Commercial / industrial cover	24	1%
Climate change / environmental	17	1%
Staying how it is / retaining current model (zero fire deaths)	15	1%
Focus / more focus on recruitment / target new / young recruits	15	1%
Response times (including impact of 20mph)	14	1%
Water rescue	13	1%
'Co-responding' with other services	12	1%
Fire Brigades Union options 4 and 5	11	1%
Increase cover / not cuts	10	1%
Electric vehicles / solar / battery storage	9	1%
Chemical fires / chemical leaks / hazardous materials	9	1%
Improve retained duty system / review how they are paid	9	1%
Maintaining 24-hour cover where required	8	1%
Prevention work	8	<1%
Major incident response	7	<1%
Equine / horse and rider rescue	5	<1%
No response	894	52%
No / none	242	14%

Base: all respondents (1,726)

Large animal rescue, along with the need to reinstate large animal rescue, was discussed by respondents, with a number also referring specifically here to equine / horse and rider rescue.

Respondents took the opportunity to share the view that they would like to retain the current model and see increases in cover as opposed to cuts and for the North Wales Fire and Rescue Service to consider growth options, including those put forward by the Fire Brigades Union North Wales as part of the consultation process.

Further prevention work was also referred to in this context, along with more focus on recruitment and the targeting of young recruits. Options to co-respond or share resources with other services were also discussed, along with reviewing the impact of the new 20mph limit on response times.

Many other comments here (as detailed in the table above) restated views shared earlier in the consultation regarding risks they felt North Wales Fire and Rescue Service should be considering or planning for.

4.0 Emergency Cover Review Community Engagement Events and Equality, Diversity and Inclusion Focus Groups

4.1 Community Engagement Events

A series of 17 Community Engagement Events were held during the consultation period (15 in-person and 2 online sessions).

The number of attendees varied between events with numbers of attendees detailed in the table below.

Table 4.1.1 – Community Engagement Event Attendees

Community Engagement Event	Date/Time	Number of attendees
Conwy (Cerrigydrudion)	15/8/23 – 7pm	68
Wrexham	16/8/23 – 2pm	9
Wrexham	16/8/23 – 7pm	3*
Flintshire (Deeside)	29/8/23 – 2pm	5
Flintshire (Deeside)	29/8/23 – 7pm	7
South Gwynedd (Dolgellau)	30/8/23 – 2pm	9
North Gwynedd (Abersoch)	30/8/23 – 7pm	55
Online Event	5/9/23 – 2pm	4
Online Event	5/9/23 – 7pm	1
Denbighshire (Rhyl)	6/9/23 – 2pm	18
Denbighshire (Ruthin)	6/9/23 – 7pm	4
North Gwynedd (Llanberis)	7/9/23 – 7pm	81
Conwy	12/9/23 – 7pm	100+
North Gwynedd (Bangor)	13/9/23 – 2pm	0
North Gwynedd (Bangor)	13/9/23 – 7pm	1
Anglesey (Llangeefni)	14/9/23 – 2pm	1
Anglesey (Beaumaris)	14/9/23 – 7pm	35

*One councillor attended both sessions at Wrexham.

Attendees included members of the public, employees of North Wales Fire and Rescue Service, retired employees, local councillors, Members of the Senedd, a Member of Parliament, Fire Authority members and Fire Brigades Union North Wales representatives.

Where numbers were large enough, token voting was used at events as a way of stimulating engagement and debate.

During engagement events attendees asked if the Fire and Rescue Service had a preferred option, with one asking if this was ‘just a paper exercise’, several asking who had initiated the consultation and one asking how much the consultation had cost. The review was described as a ‘cost-cutting exercise’ at one event, with the options being consulted on described as ‘not palatable’. Other attendees asked for further information / clarification on points such as the type of system proposed at Dolgellau, the logistics of the on-call model, further explanation of the differences between ‘day crewing’ and ‘day staffing’, and concerns over costs of improving new stations up to day crewing standards.

Technical issues with completing the online survey were raised, along with queries over the publicity of events (where turnout was low). One attendee noted that the consultation was being held over the summer when people were on holiday. Requests

for further consultation were made, with one request for the video presentation to be made available online. Confirmation was provided that information on the consultation was available on X (formerly Twitter), to be shared / retweeted as necessary. A summary of the actions taken by North Wales Fire and Rescue Service during the consultation period to address the concerns raised here are summarised in section 2.

One attendee felt the wording of the consultation was misleading, with reference to removing a third appliance in Wrexham, when it was felt this was actually removing a second crew. Several other attendees raised issues with the consultation document being 'confusing' and 'hard to understand'.

Concern was also raised in the Dolgellau session that some crews were not consulted before the options were adopted, with an attendee in the Cerrigydrudion session raising concern that those in rural / smaller locations would not be able to 'compete' by number in responding to the consultation. North Wales Fire and Rescue Service note explanation was provided that the consultation was taking into account all residents' views, and that this was not a referendum or vote.

Response times were raised (including specific questions on time between certain locations and expected response times in Abersoch). Reducing cover when the population and the number of houses were growing was also raised as a concern, with references here to the population in Wrexham and to the population growth in Abersoch during the summertime. Specific questions were asked in relation to differences in response times for full-time and retained crews.

One attendee discussed the consultation to be about 'lack of availability', and was interested to know what the North Wales Fire and Rescue Service had done to recruit more staff and to generate interest in the Retained Duty System (RDS) so as to increase their availability. Availability in Abersoch was discussed as a challenge, with suggestions of adopting a similar approach to recruiting as the RNLI. Concern that inviting RDS firefighters to join wholetime would create a bigger gap in RDS staffing was also raised. Similar concerns about availability of on-call staff were discussed across various groups, with this seen to have been an issue for a period of time, with the view there had been underspending on RDS over recent years. The need to foster interest in young people whilst still at school was suggested here, along with a suggestion of a potential recruitment opportunity at industrial parks. A town councillor attending the session in Beaumaris felt engagement needed to continue, with encouragement of businesses to release employees if they wanted to be part of the Fire and Rescue Service.

Detailed questions were raised regarding changes at Wrexham, with reference to how special service vehicles based at Wrexham would be managed.

Concern was raised by one attendee at the Llanberis event regarding Option 3, with residents feeling that they were 'worth less', with cuts to provision impacting upon their safety. Explanation was provided that North Wales Fire and Rescue Service was not supporting Option 3, with the other two options offering benefit to rural areas through improving provision.

Several attendees in Rhyl shared the view that none of the options were of benefit to their area, and that their service was being 'diminished to compensate elsewhere'. They discussed being asked to pay more to benefit people in other areas. 'Robbing Peter to pay Paul' was not seen as the best approach with the need for growth in the service overall.

Attendees at several events raised the change in speed limit from 17th September, and questioned the likely impact of this upon response times and retained staff attending 'shouts'.

Concern was raised regarding staff having to move to different areas (including relocating and moving children's schools etc), along with the impact on family life of changes from Duty System to Day Staffing. Confirmation was provided that support would be given and that it would be a wider exercise in reviewing parameters and staff locations, with confirmation that North Wales Fire and Rescue Service would work with its employees whilst doing the best for the Service.

The suggestion of 'cut-backs at the top' was raised, with those attending several sessions referring to reviewing staffing structure and looking at other areas for potential cost savings. Cutting front-line staff was viewed as 'not the answer'. Working with other Fire and Rescue Authorities to streamline provision, and the potential of sharing premises with the police were also mentioned.

Spend on other initiatives such as a new fleet and the new training centre were also questioned here, with queries over how these would be funded, and reference was also made to these not being mentioned in this consultation. Alternative cost saving ideas would be appreciated, with one attendee raising a question of potential changes to lease contracts and moving to buildings owned by the Fire and Rescue Service as a cost-saving suggestion. The potential for sharing training facilities with other Fire and Rescue Services was also raised. The initiative with the Fire and Rescue Service supporting the Health Service was also discussed here. Whilst described as an 'excellent idea', the question was raised as to who was going to pay for this, with the benefit being to the Health Service.

The closure of stations was not supported in discussions at community engagement events. Specific discussion over the closure of particular local fire stations over others were raised, with attendees questioning the reasoning underlying closing some and maintaining others. Explanation provided was that the options were data-driven, including numbers of call-outs and the availability of crews. Despite this, queries were raised over data provided, with one attendee in Llanberis claiming that their availability had recently improved due to employers releasing staff. Narrow streets in Conwy currently served by a small off-road vehicle were also raised as a concern going forward, with confirmation provided that vehicles would be redistributed to other stations, should changes go ahead.

Attendees in several sessions questioned whether there was room for the consideration of additional options. There was a lack of support for Option 3 across all events with concern that its being 'left in' despite not being supported, had caused upset and emotional harm. Additional options put forward by the Fire Brigades Union North Wales (see section 6.3.2) for consideration were discussed at a number of events, with Fire Brigades Union North Wales Officials at the Conwy event adding a 'growth' option to the token voting system. (Fire Brigades Union North Wales Officials attended the events at Llanberis, Cerrigydrudion, Rhyl and Conwy). Strong opinions were shared with reference to improving the service, with growth options raised at a high proportion of sessions, along with the need for these to be 'put on the table for the public to make an informed decision'. Support for increasing council tax in order to grow the service was apparent across engagement events. Explanation was provided that a growth option had been included during pre-consultation, but a decision had been made by the Fire and Rescue Authority not to consult on a growth option at the current time, given the cost-of-living crisis. Many attendees disagreed with this position and felt that this information should have been filtered through to the public, with the view that the current options that had gone out for public consultation were 'limited'. To quote one attendee, 'the people that hold the purse strings should give the people the options – that's where the system has failed'.

As discussed above, where raised, growth options (including increases in council tax) appeared to receive significant support across events, particularly in Conwy, as led by the Fire Brigades Union North Wales Officials. A member of parliament at the Conwy event questioned whether attendees at events in other areas would be aware of the potential for growth options.

One attendee took the opportunity to thank the fire crews Abersoch for their service to the community over the years. Thanks were also given during events to fire officers in Anglesey for the work that they do by a county councillor, along with thanks to the Chair of the Fire and Rescue Authority who was described to be in a 'difficult place'. Praise for the content of the documents and the circulation of summaries was also provided at one event, along with appreciation noted for the provision of translation services.

4.2 Equality, Diversity and Inclusion Focus Groups

A series of Equality, Diversity and Inclusion focus groups were held as part of the consultation where members of the team attended sessions to discuss the consultation and to gather feedback; this helped to ensure that all members of the community had the opportunity to share their views.

A total of 17 sessions were held. The number of attendees is detailed in the table below in respect of the 15 sessions at which feedback was received, in addition to that recorded on the consultation questionnaires.

Table 4.2.1 – Equality, Diversity and Inclusion Focus Group Attendees

Equality, Diversity and Inclusion Engagement Event	Date/Time	Number of attendees
North Wales Women’s Centre	22/8/23 – 12.30pm	12
Unique Transgender Network (Deeside, Flintshire)	24/8/23 – 7.30pm	14 (8 in person / 6 online)
Age and Dementia Friendly Holywell (Flintshire)	25/8/23 – 12.30pm	23
Unique Transgender Network (Bangor, Gwynedd)	7/9/23 – 7.30pm	16 (9 in person / 7 online)
Knit and Natter Craft and Chatter Group (Saltney, Flintshire)	11/9/23 – 10am	24
Headway Conwy & Denbighshire	12/9/23 – 1.30pm	9
Autistic UK	14/9/23 – 10am	4
Wrexham Mosque (Friday prayers)	15/9/23	50
Unique Transgender Network (Prestatyn)	21/9/23 – 8pm	17 (13 in person / 5 online)
EYST (Ethnic Minorities and Youth Support team) Wales	19/9/23 – 2.30pm	29
Bangor University (Freshers’ Fair)	21/9/23 – 10am	100+ engaged during the day
Brew and Biscuit Older Person Group (Llandudno)	27/9/23 – 1pm	28
Wrexham University (Freshers’ Fair)	28/9/23 – 10am	100+ engaged during the day
College Cambria (students and staff) – 2 sessions	28/9/23 – 1pm & 3pm	54
Wrexham Islamic Centre Youth Group	29/9/23 – 3.30pm	9

Those attending sessions represented a range of community members, with those who may otherwise find accessing the consultation difficult encouraged to take part with support. Consultation questionnaires were completed during sessions, with other attendees choosing to take the questionnaire / information away to complete following the session. Focus groups at local Universities, Colleges and with youth groups helped to capture the views of young people and those from a variety of ethnic backgrounds.

As with Community Engagement Events, token voting was used at some sessions as a way of stimulating engagement and debate.

A number of attendees had seen or heard information or publicity about the consultation previously and were keen to understand more or obtain clarity on particular aspects. There was interest in numbers having completed the consultation to date, when the consultation would close and how the outcomes of the consultation would be shared.

Attendees commented that Option 1 was seen to provide the 'best cover', with options that reduce cover not favoured and seen as a 'step back'.

Some attendees suggested their preference to pay more if required, with their not being able to 'put a price on life'.

"I would be happy to pay more for a better service."

Disagreement with Option 3 was shared, with this described as 'not a good option at all' and seen to reduce cover at a time when cover needed to be increased. One attendee discussed their surprise to see there was no option to increase fire cover, while the main aim was understood to be improving cover. Cost was again referred to here with the view that more money could be asked for, with the increase under the current options 'not being a lot'.

Concerns were raised over the reliability of on-call teams, should changes be made to day crewing only. Concern was also raised at one session that the change of duty system would impact more upon women, with their being primary carers / parents.

Attendees lacked confidence that Wrexham / Deeside would cope with a reduced number of appliances, with reference made to population growth in the area. Queries were also raised regarding numbers of incidents attended by particular stations, specifically by the third appliance at Wrexham. Removing guaranteed cover in Rhyl during the evenings was discussed as a concern, with this viewed to be a busy station.

Attendees in a number of sessions questioned the impact of changes upon prevention activity, and how the North Wales Fire and Rescue Service would ensure that important prevention activity could grow whilst cuts were being made. Young people at the Wrexham Islamic Group were concerned about the lack of firefighters to conduct 'community' work and Safe and Well visits if staff numbers were reduced; they shared the view that they felt their communities were not currently communicated with enough and that these changes would worsen the situation.

The closure of stations generated concern; Conwy was seen currently to cover a large area with a growing population and visitor attractions, with closure of the fire station described as 'madness'. Questions were also raised as to which stations were selected for closure, with references to the stations most local to them.

Whilst an attendee at one session appreciated the need to close stations if it was not possible to recruit firefighters, they would be keen for more options to be considered for possible recruitment beforehand. Other groups discussed recruitment challenges, with attendees keen to understand more about why recruitment was such a challenge; one attendee suggested the recruitment of volunteers as an option, with another questioning if any firefighters in Wales were currently voluntary. One attendee who was consulted at Bangor University asked about students working for the North Wales Fire and Rescue Service, with the opportunity for students to work as on-call firefighters discussed.

Solar panels and the risks that they bring, along with concerns about lithium batteries in cars and bicycles were also raised, along with attendees at two sessions raising questions as to the impact that the new 20mph speed limit would have on response times and the ability to respond.

In several sessions attendees were keen to hear which other groups were being consulted, with interest in when further public sessions were being held.

Those attending the Autistic UK session were interested in how feedback was being captured from autistic and other disabled people, along with interest in how many autistic staff the Service has, and how services such as the Safe and Well Service are delivered to autistic people.

The Unique Transgender Network was also interested in prevention work and wanted to understand more about North Wales Fire and Rescue Services' engagement with the community and with groups.

Concern was raised at the Wrexham Islamic Centre Youth Group that older members of the Muslim community were at risk, with challenges faced by those who do not have Welsh or English as their first language.

A member of the group at the Women's Centre raised a question as to how many women currently work at North Wales Fire and Rescue Service, with this also discussed at Wrexham University.

Organisations hosting sessions were grateful for being engaged and appreciation was shared in many of the sessions.

"It is lovely to see the fire service visit our centre and listen to what we have to say."

"It is great that you are involving young people."

Organisations were also keen to support North Wales Fire and Rescue Service in engaging with communities going forward. Young people at the Islamic Centre in Wrexham also discussed the specific importance of consultation with young people in their community, as engagement with elders at the mosque did not always result in young people being informed.

There was strong interest amongst the young people consulted regarding the numbers of young people working in the North Wales Fire and Rescue Service. Bangor University would welcome the Service attending their careers event in the near future and there was interest in further careers information at Wrexham University. Students at College Cambria also showed interest in careers with the Fire and Rescue Service, with interest in the average age of firefighters and how far firefighters could live from fire stations.

5.0 Employees of North Wales Fire and Rescue Service

5.1.1 Station Visits

Following the Fire and Rescue Authority meeting on 17th July 2023, a programme of staff engagement took place to encourage employees to take part in the consultation and have their say.

As discussed in section 1, consultation with members of staff was carried out through a programme of visits by senior managers and principal officers to fire stations, at seminars held for middle managers and supervisory managers, and via fire station watch briefings by station support officers and middle managers. Internal communication channels were also used to help raise regular awareness of the consultation amongst staff, including the Chief Fire Officer's Update in the Weekly Brief and information on the Intranet. Engagement with staff representative bodies was carried out via the Joint Consultative Forum, while Frequently Asked Questions were collated from station visits; these were developed and updated throughout the consultation period and made available via the Service Intranet.

5.1.2 Responses to Consultation Survey

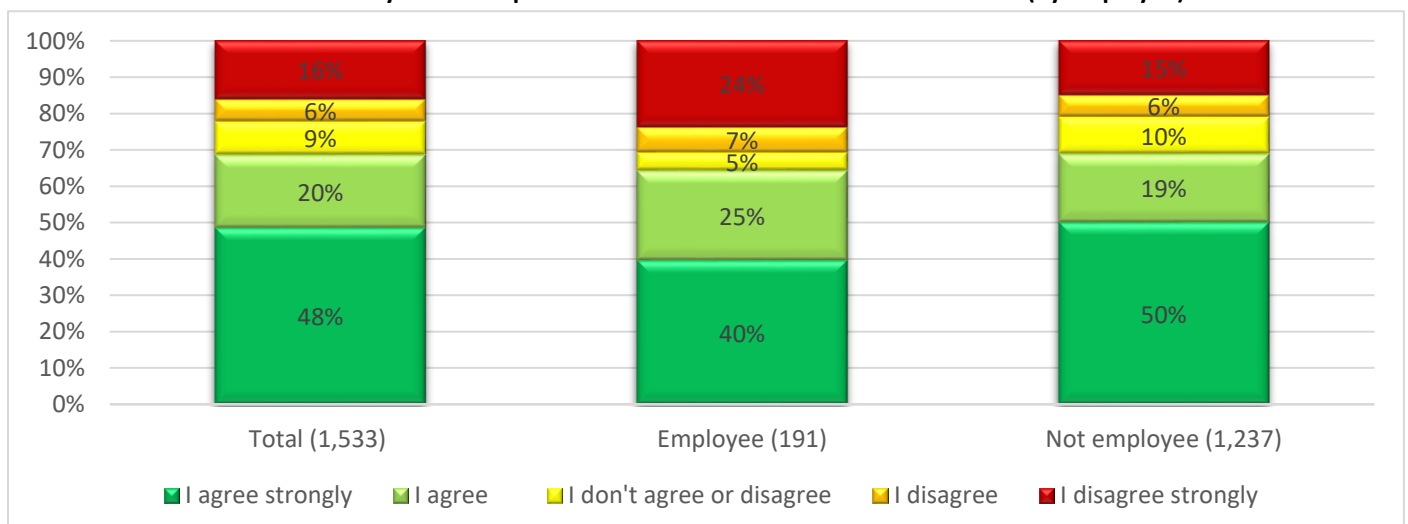
A total of 191 members of staff completed the consultation survey. The table below details the number of employees completing the consultation survey by local authority area.

Table 5.1.2.1 – Employees by local authority

Local authority	Number of responses
Anglesey	20
Conwy	54
Denbighshire	43
Flintshire	20
Gwynedd	30
Wrexham	24

In considering the extent to which Option 1 met the needs of their community, almost two-thirds (65%) of employees agreed (40% agreed strongly and 25% agreed).

Chart 5.1.2.1 – To what extent do you think Option 1 meets the needs of our communities? (by Employee)

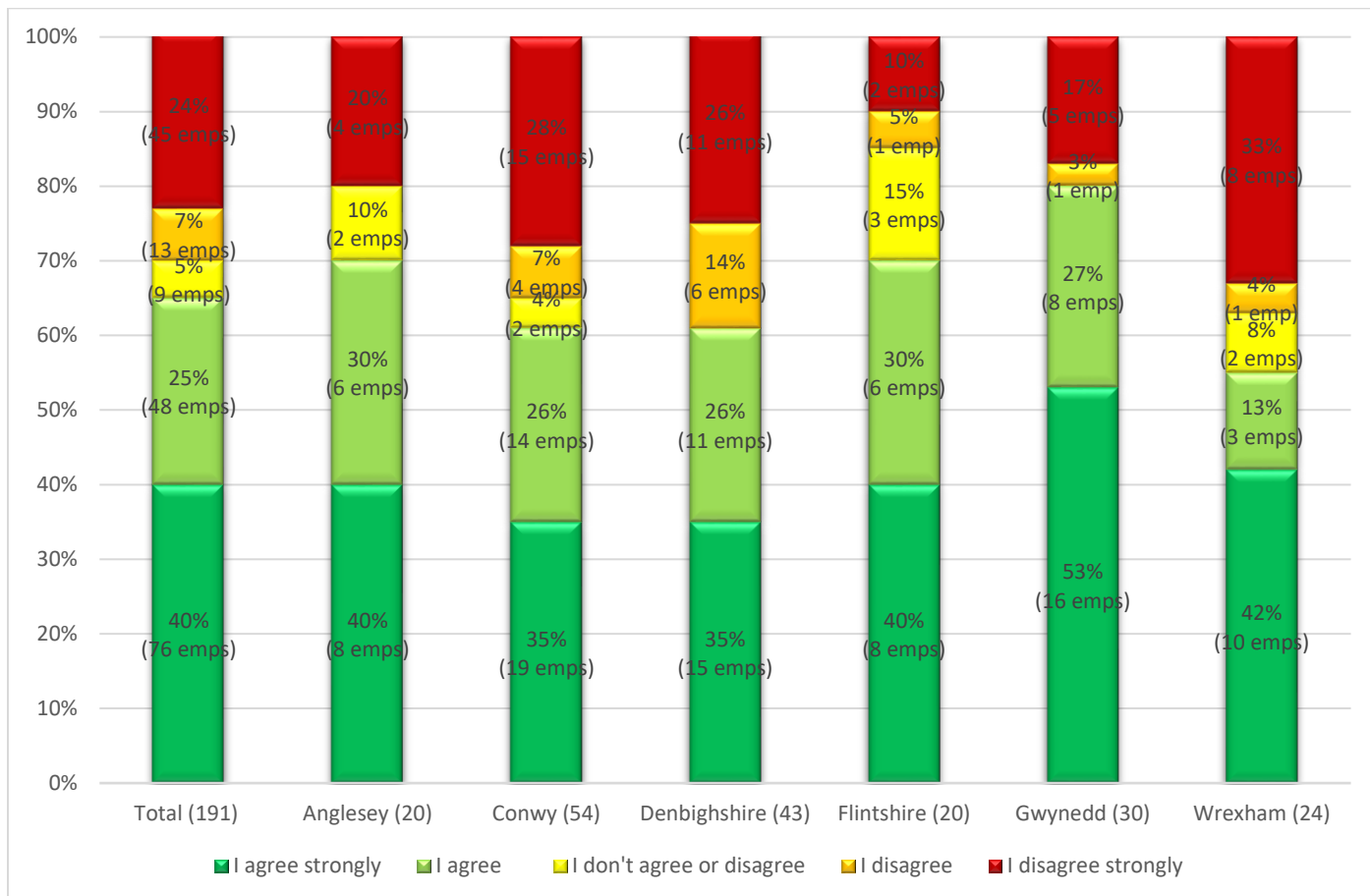


Base: all respondents excluding 'no response' (1,533)

Employees more frequently disagreed strongly (24%) that Option 1 would meet the needs of their community, compared with 15% of those who were not employees suggesting this. Those who were not employees more frequently neither agreed nor disagreed that the option would meet the needs of their communities.

As shown below, employees in Gwynedd most frequently agreed with this option, with highest disagreement that this option would meet the needs of communities recorded by employees in Wrexham, Denbighshire and Conwy.

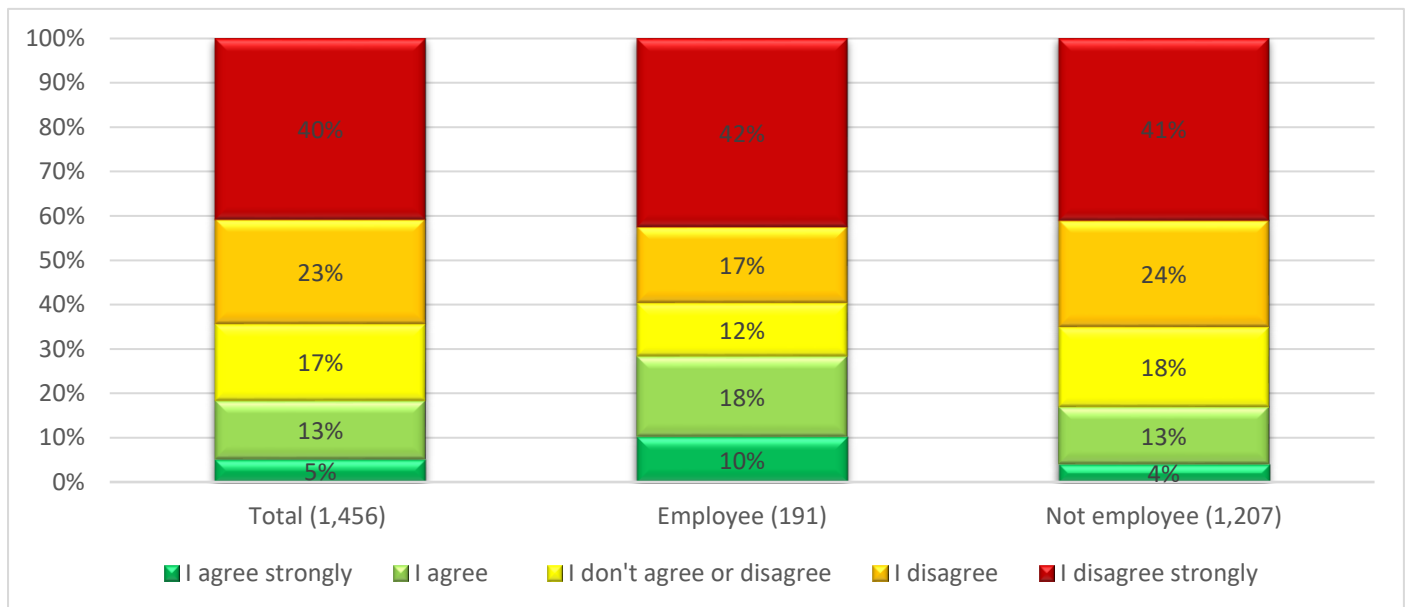
Chart 5.1.2.2 – To what extent do you think Option 1 will meet the needs of our communities (Employees by location)



Base: all employees (191)

In considering the extent to which Option 2 met the needs of their community, some 28% of employees agreed (10% agreed strongly and 18% agreed).

Chart 5.1.2.3 – To what extent do you think Option 2 meets the needs of our communities? (by Employee)

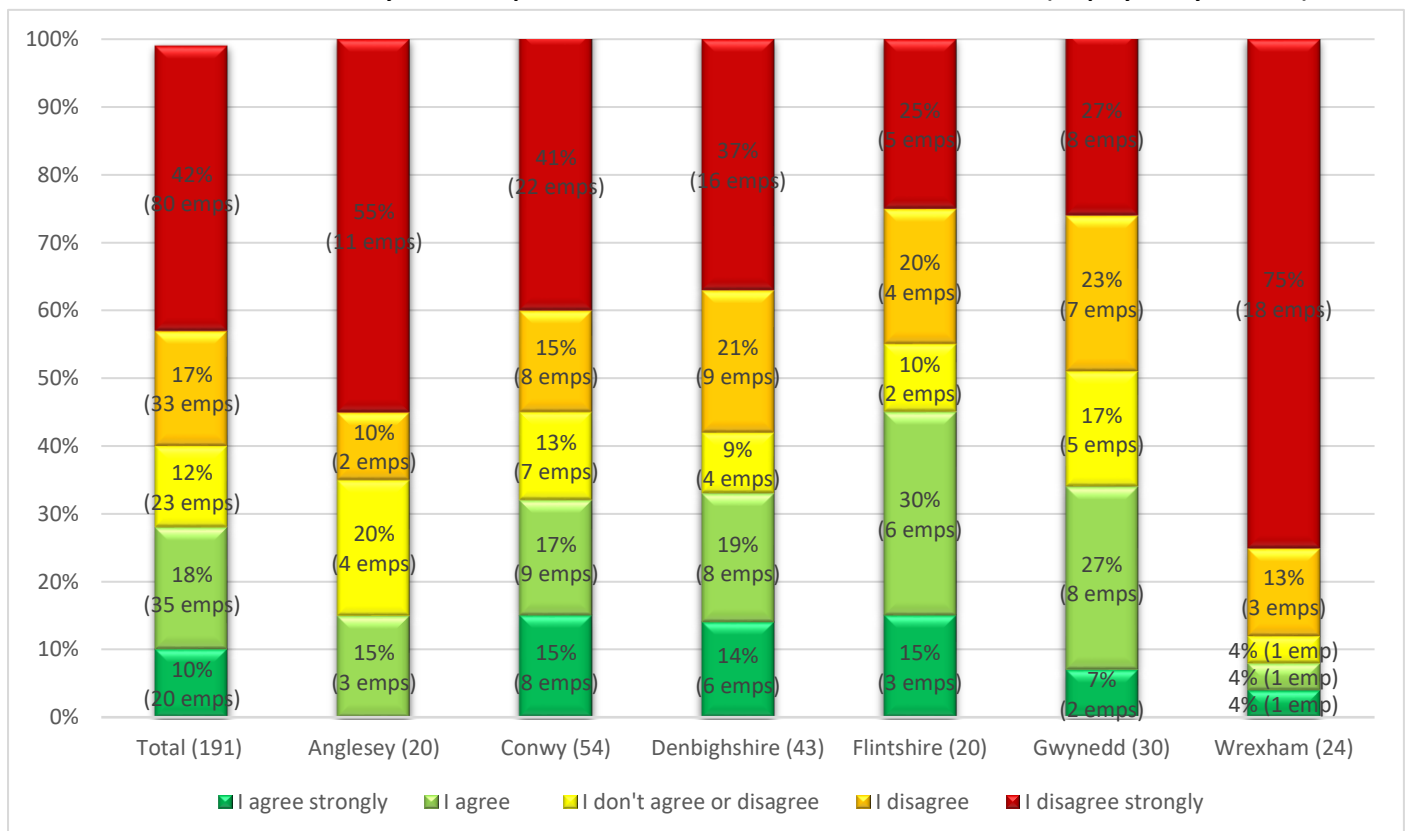


Base: all respondents excluding 'no response' (1,456)

Slightly higher proportions of employees of North Wales Fire and Rescue Service overall agreed that Option 2 met the needs of their communities, compared with those who were not employees. Similar proportions of employees and non-employees strongly disagreed with this option, with a higher proportion of non-employees neither agreeing nor disagreeing.

As shown below, employees in Flintshire more frequently agreed with Option 2, with the highest level of disagreement that this option would meet the needs of communities recorded by employees in Wrexham.

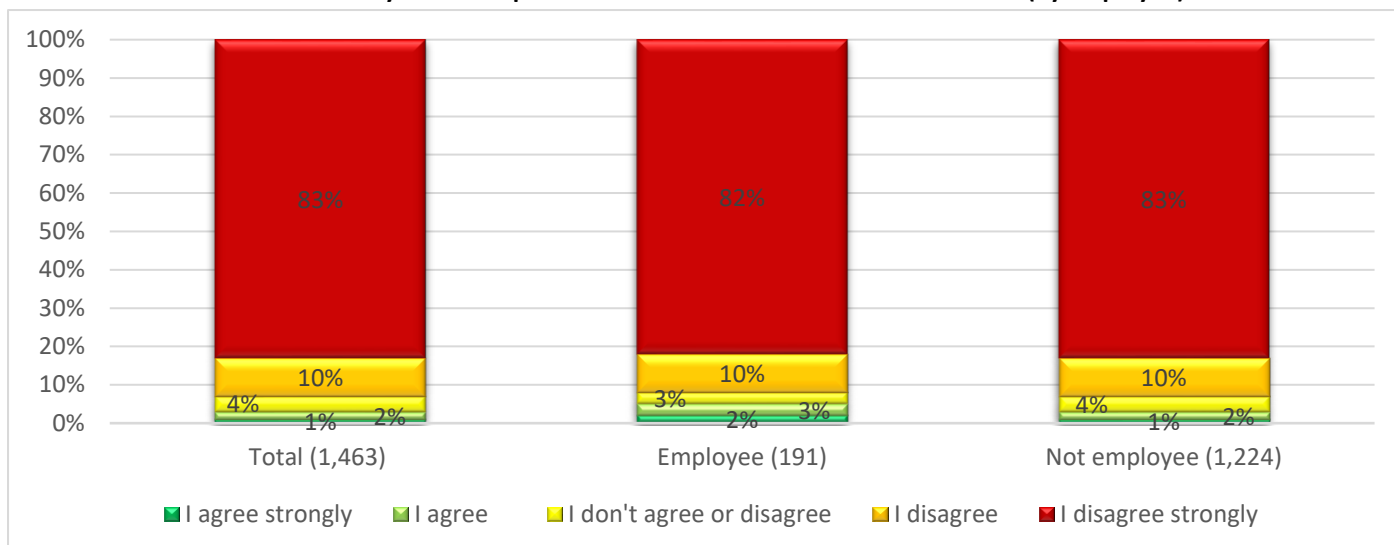
Chart 5.1.2.4 – To what extent do you think Option 2 will meet the needs of our communities (Employees by location)



Base: all employees (191)

In considering the extent to which Option 3 met the needs of their community, only 5% of employees agreed (2% agreed strongly and 3% agreed).

Chart 5.1.2.5 – To what extent do you think Option 3 meets the needs of our communities? (by Employee)

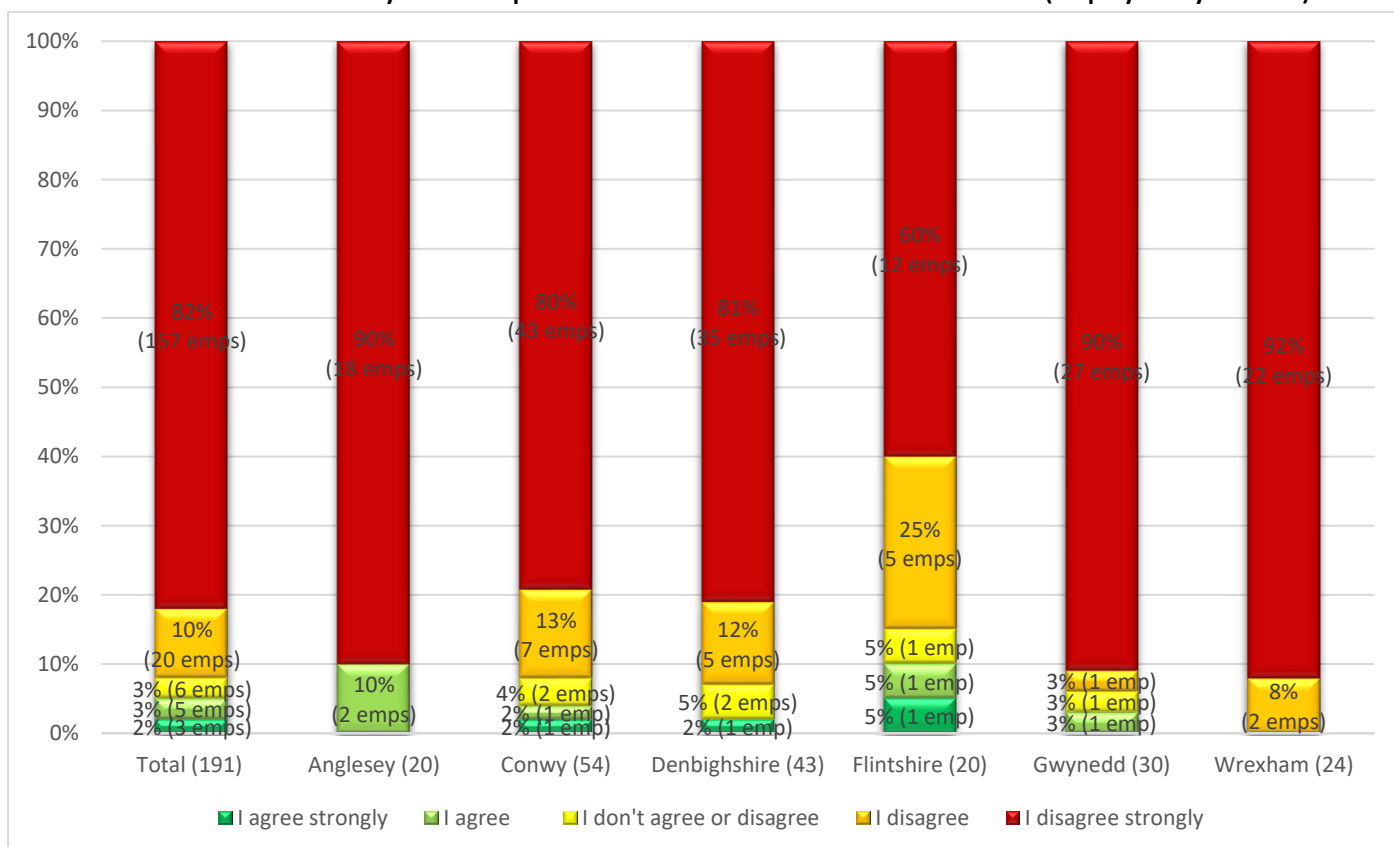


Base: all respondents excluding 'no response' (1,463)

Overall, employees and those who were not employees of North Wales Fire and Rescue Service shared similar views on Option 3, with high proportions disagreeing that the option would meet the needs of their communities.

As shown below, employees in Flintshire and Anglesey more frequently agreed with this option, with the highest level of disagreement that this option would meet the needs of communities recorded by employees in Wrexham, where 100% disagreed.

Chart 5.1.2.6 – To what extent do you think Option 3 will meet the needs of our communities (Employees by location)



Base: all employees (191)

One employee, describing himself as 'a totally committed loyal and proud RDS firefighter' sent a response detailing considerations he would like considered ahead of making further decisions potentially impacting the current Retained Duty System role (and his contract) with the Fire and Rescue Service. His response focused upon what he felt was a lack of consultation with employees at the pre-consultation stage and further suggestions to reduce overall costs and to increase efficiency and availability.

6.0 Other correspondence/social media

6.1 Correspondence

A total of 119 enquiries and / or objections to the Emergency Cover Review were received during the consultation period. The majority of these were in the form of emails, with smaller numbers of letters, telephone calls and face-to-face enquiries. North Wales Fire and Rescue Service aimed to provide responses to all correspondence within two working days during the consultation period.

A summary of general enquiries is provided in the table below. Area specific queries / objections are detailed in the relevant area feedback sections in section 6.3.

Table 6.1 – Type of Enquiry

Type of enquiry	Number
Request for pack / paper questionnaire / PDF of questions	11
Complaints / issues with consultation questionnaire	16
Concern over community engagement event locations	4
Invitation to join meetings / workshops / arrange sessions to discuss	5
Requests to extend consultation period	4

As shown, a number of requests for paper versions of the pack / questionnaires were received. Sixteen enquiries raised issues with completing the online questionnaire, with a further four raising concerns over the locations of community engagement events. Four requests for extensions to the deadline were also received, with five requests / invitations for North Wales Fire and Rescue Service to attend meetings / workshops or to arrange individual sessions to discuss plans further. A summary of actions taken by North Wales Fire and Rescue Service during the consultation period to address concerns raised are summarised in section 2 of this report.

The Emergency Cover Review has attracted media coverage throughout the consultation period. The launch of the consultation resulted in broadcast coverage on BBC TV and ITV news bulletins featuring interviews with the Fire Authority Chair as well as coverage online and on social media. Articles and stories were published and widely read both in publications and online, including The Leader, Nation, Cymru, Cambrian News, Wrexham.com, Rhyl Journal, Daily Post, Herald Wales and Firefighter. Whilst some contain neutral information about the Emergency Cover Review and encouraging the public to take part in the consultation, others raised awareness of the consultation, concerns over future cover, petitions being launched to save fire Stations at risk of closure and a rally organised by the Fire Brigades Union North Wales in Wrexham. A number of requests for interviews by media organisations were also received during the consultation period. North Wales Fire and Rescue Service confirmed they would be happy to accommodate interviews with the Fire and Rescue Authority Chair as the decision-making body representative but, until the consultation feedback had been considered and a decision made, they would not be able to comment on any more than what the consultation involves. The Fire and Rescue Authority Chair carried out a number of interviews in both Welsh and English for radio and television during the consultation, encouraging people to take part and complete the questionnaire at every opportunity.

Comments and posts on social media were reviewed throughout the consultation period. Again, whilst some were neutral in tone sharing information about the consultation and encouraging the public to have their say, others featured more negative headlines around cuts to services, concerns for safety and job losses.

Senedd Members / Members of Parliament and Political Party representatives have commented on X (formerly Twitter), encouraging community members to take part in the consultation, with a number noting that they had written to the Chair of

North Wales Fire and Rescue Authority and the Chief Fire Officer of North Wales Fire and Rescue Service outlining their concerns. Comments on X (formerly Twitter) have also focussed on response times and the costs of the new training centre.

The Fire Brigades Union North Wales were active on X (formerly Twitter) throughout the consultation period, with numerous posts regarding 'Save Our Fire and Rescue Service'. Regular posts encouraged people to take part in the consultation to say no to station closures, less fire engines, job losses, a reduction in cover and increased risk. The need for a growth option was also raised here (discussed further in section 6.3.2), along with publicity for the rally arranged by the Fire Brigades Union North Wales in Wrexham on 30th September.

Requests for easy-read information and comments on technical issues in completing the consultation were raised on Facebook, along with queries/requests for further explanation of systems such as the Rural Wholetime Duty System.

Concerns for safety of the community with reduced cover in particular areas were raised in Facebook discussions, along with impacts upon safety of closing stations, and some of the areas affected being particularly busy with tourists. Comments around cutting back in areas other than firefighters on the ground were made, along with concerns raised over where day crew staffing for Corwen, Dolgellau and Porthmadog would come from. Posts from local councillors were also made to encourage community members to take part in the consultation and / or attend engagement events.

Local petitions were also highlighted on social media encouraging members of the public to sign.

Positive comments were also made on social media with thanks for the work the Fire and Rescue Service does.

6.2 Freedom of Information requests

A total of 8 Freedom of Information Requests were made to North Wales Fire and Rescue Service during the consultation period, either referring directly to the Emergency Cover Review or requesting data that may be of relevance to the review. Freedom of Information requests included requests for information on the numbers of firefighters employed (including Retained Duty System staff) over different time periods, the number of fire stations, the number of incidents attended, hours spent at incidents and average response times. Specific information on wildfires and bariatric assists were also requested, along with information on the costs related to the Emergency Cover Review consultation. North Wales Fire and Rescue Service updated the Frequently Asked Questions (FAQs) on their website regularly as a result of Freedom of Information requests, with all requests being responded to within the required timeframe.

6.3 Formal Responses

6.3.1 Overall

A number of meetings have taken place during the consultation involving Principal Officers with regard to the Emergency Cover Review. These meetings are summarised in the table below. Whilst some were arranged through proactive invitations, others were arranged in response to particular requests.

Table 6.3.1.1 – Meetings held during the consultation period

Date of Meeting	Meeting Details
10.8.23	Janet Finch-Saunders MS & Dawn Docx, Chief Fire Officer
11.8.23	Derek Walker, Future Generations Commissioner & Dawn Docx, Chief Fire Officer (Eisteddfod Stand)
18.8.23	North Wales Conservative MPs' meeting (organised by Robin Millar MP) & Dawn Docx, Chief Fire Officer
29.8.23	Neal Cockerton, Chief Executive, Flintshire & Dawn Docx, Chief Fire Officer
30.8.23	Rhun ap Gareth, Chief Executive Conwy & Dawn Docx, Chief Fire Officer
1.9.23	Dr James Davies MP, Vale of Clwyd & Dawn Docx, Chief Fire Officer
4.9.23	Briefing with Informal Cabinet, Rhyl, Denbighshire – Deputy Chief Fire Officer Forshaw and Assistant Chief Fire Officer MacArthur
6.9.23	Wrexham All Members Workshop re Emergency Cover Review Presentation – Dawn Docx, Chief Fire Officer
6.9.23	Flintshire Council Members re Emergency Cover Review Presentation – Dawn Docx, Chief Fire Officer
12.9.23	Cyngor Gwynedd Leadership Team meeting – Emergency Cover Review Consultation – Dawn Docx, Chief Fire Officer
19.9.23	Conwy Informal Cabinet – Emergency Cover Review Presentation, Dawn Docx, Chief Fire Officer & Assistant Chief Fire Officer MacArthur
21.9.23	Finance and Resources Overview and Scrutiny Committee (Special Meeting) – Assistant Chief Fire Officer MacArthur & Assistant Chief Fire Officer Millington
26.9.23	On-line meeting with Gareth Davies MS and Dawn Docx, Chief Fire Officer

The National Association of Retired Fire Fighters North Wales Branch provided a formal response to the consultation, along with additional feedback and detailed responses / feedback from individual members. As a group, they felt the consultation process was flawed; in their view, 'much information has been withheld from the public hence they are not able to give an informed response; the failure to include the Fire Brigades Union at the commencement of the review was a fundamental error; and given the excellent response for the retention of the second pump at Wrexham, the proposal for its removal should be rejected immediately.' A requirement for the consultation to be postponed for one year in order for the people of North Wales to be given a clear picture of what operational cutbacks would mean to them in real terms was also raised. The National Association of Retired Fire Fighters North Wales Branch also shared the view that, should the review go ahead, they would give their full backing to the growth option proposed by the Fire Brigades Union North Wales (discussed in section 6.3.2).

A further message was received and recorded from a member of the National Association of Retired Firefighters North Wales Branch who was unable to attend the community engagement events in Denbighshire. He shared the view that 'all Fire Authority members should be actively pursuing this issue with the public in their own areas, given the seriousness in the proposals for reduction in fire cover'. He also requested that 'the matter should be put on hold for one year to allow the members to make contact with their constituents'.

A petition organised by Gavin Roberts (an employee of North Wales Fire and Rescue Service) ran from 1st September 2023 to 30th September 2023. The petition is addressed to the Senedd and states: North Wales Fire and Rescue Service along with the Fire and

Rescue Authority plan to downgrade Rhyl and Deeside Stations from 24hr Stations to day-staffed Stations, leaving the Stations empty at night. (Option 2). Currently there are 3 Wholetime Stations in North Wales, Wrexham, Deeside and Rhyl. They are staffed 24/7. Under the current proposals Rhyl and Deeside would be downgraded to day staffed Stations, relying on on-call personnel responding from home at night. The predicted delay could be as much as 8-10 minutes. In a fire, every second counts and this will undoubtedly cause injuries and even deaths. The petition recorded 1,937 signatures. North Wales Fire and Rescue Service included a section on petitions within the Frequently Asked Questions section of the website.

A letter was received from Hannah Blythyn MS (Deputy Minister for Social Partnership) regarding the consultation. Whilst she acknowledged that it was not for the Welsh Government to take a public position on the consultation options, she had agreed to relay concerns she had received from the Fire Brigades Union. She noted that the timing of the consultation had been raised, with the view that the timeframe did not allow sufficient engagement with the workforce or with communities affected by the proposals and suggested that this had also been raised with her by elected representatives from North Wales. She was keen to see the Fire and Rescue Service continue in meaningful dialogue with union representatives and consultees in the hope that a fair and reasonable outcome could be reached which was acceptable to all concerned, including the workforce.

An email was received from Llyr Gruffydd MS (Shadow Minister for Rural Affairs) regarding the consultation. Whilst he thanked the Fire and Rescue Service for their work in keeping communities safe over the past year, he stated his objection to the three options proposed for the Emergency Cover Review across North Wales. While he welcomed the intention to expand services in parts of the West, it was not felt this should be done at the expense of losing jobs and key experience in the East. He stated awareness of the alternative proposals submitted by the Fire Brigades Union and hoped that the Fire and Rescue Authority would consider the Fire Brigades Union options 4 and 5 at their next meeting.

A letter was received from Jason Hibbert (Tunnels Administrative Authority Representative for the Welsh Government) outlining concerns about the options presented in the Emergency Cover Review and resulting prospect reduction in capacity within North Wales Fire and Rescue Service would have upon response. The letter referred to the North Wales Fire and Rescue Service Corporate Plan 2021-24 with its seven long-term objectives to achieve a vision for the future, with these linked to the seven well-being goals outlined in the Well-being of Future Generations (Wales) Act 2015. In his view, maintaining and reinforcing objective 5 of the plan is paramount – ‘to maintain a suitably resilient, skilled, professional and flexible workforce’. The letter states strong objection to Option 3 (including the closure of Conwy Fire Station) and, whilst in his view Option 1 and 2 do not appear to have the same impact, he ‘would like to see assurances that the Service can provide the required attendance within the existing timeframe and with adequate resources to tunnel incidents’.

A letter was received from Sam Rowlands MS welcoming the decision to consult with the public regarding the Emergency Cover Review and to take their views into consideration. Concern had been raised by his constituents with regard to the removal of a fire appliance from Wrexham, with his letter stating, ‘Wrexham is one of North Wales’ largest population centres and it is vital that the Fire and Rescue Service remains well-resourced in this area’. Concern was also raised regarding the proposed reduction in staffing levels at Rhyl and Deeside, with the view that ‘both Rhyl and Deeside Fire Stations serve heavily populated areas, and I am sure the public would expect these stations to be manned 24 hours a day’. Whilst he appreciates that recruitment remains an issue, he hopes that there will be ‘an aspiration to recruit more staff and avoid a planned reduction in numbers’.

A number of those who had had difficulty in completing the online questionnaire provided written responses to the consultation (as arranged / agreed with North Wales Fire and Rescue Service). These included two members of the public from Cerrigydrudion stating their support for Option 1 and a resident from Rhyl objecting to all options proposed. Concern was raised by a further respondent that the options proposed ‘put people’s lives at risk’, with discussion of issues including road traffic accidents, flooding, fire risks associated with holiday camps and industrial fires, along with the need for more firefighters. Concern was also raised regarding the recruitment of graduates straight into the Fire and Rescue Service. A further respondent requested a review of support roles be undertaken prior to any operational jobs being lost or redesignated, with the view that ‘the North Wales Fire and Rescue Service has seen growth of non-frontline roles yet the first option of cost cutting is to remove further operational posts’. He also felt a ‘comprehensive analysis of why availability has changed since 2000’ was required, along with consideration as to why recruitment and retention posed challenges. Support for the Fire and Rescue Authority considering the options put forward by the Fire Brigades Union was also stated here.

6.3.2 Representative Bodies

As discussed in section 6.1, the Fire Brigades Union North Wales has been active throughout the consultation period. It is their view that none of the current consultation options deliver a wholesale fire cover improvement across all communities in North Wales, and that they do not come without cost or disruption. They express concern that the consultation options do not align with the original aim of improving emergency cover across North Wales and hold the view that public and employee representative bodies were not included to help shape and contribute to the options. As a result, the Fire Brigades Union North Wales has submitted a proposal entitled 'A vision for improvement and growth, not options of decline' which propose two options which they feel make provision to establish and maintain 3 Day Staffed stations and keep the proven formula at Rhyl and Deeside unchanged. One of the proposals is a 'Growth and Investment' option which involves utilising existing staff resources combined with the creation of 23 additional posts. In their view, 'these positions would allow the independent creation of 3 new rural stations, boosting social partnerships, social cohesion and investment, improving community wellbeing and importantly, it aligns with the Well-being of Future Generations Act 2015'. They also note that both additional options increase the number of households that will receive a response within 20 minutes.

The Fire Brigades Union North Wales has met with the Fire and Rescue Authority Chair and Deputy Chair to discuss the Emergency Cover Review and has been invited to a meeting of the Fire and Rescue Authority Emergency Cover Review Working Group during November 2023 in order to present their two options.

The sections below provide a summary of area-specific responses to the consultation, including letters from Members of Parliament / Members of the Senedd, formal council feedback and responses, petitions and motions raised.

6.3.3 Anglesey

Isle of Anglesey County Council submitted a response to the consultation following options being formally considered and endorsed by the Executive on Tuesday 26th September. As 'a local authority in North Wales and as a category 1 responder, the Council plays a crucial role in civil resilience and must ensure adequate preparedness for emergencies'. They discussed working 'alongside the emergency services and other category 1 responders and fully appreciate and understand the importance of the service and the challenges faced'. The response states that they value their 'continued commitments and endeavours to collaborate effectively, whilst recognizing that the current financial challenges are both uncertain and demanding', and also 'recognise the difficulties in planning for, delivering and maintaining core statutory services in a period of financial constraints'. The response notes that the majority of funding for the North Wales Fire and Rescue Service is received by way of a levy from the Unitary Authorities within the area, with any change consequently impacting upon levy contributions, thus resulting in added pressure on the council's budget, and the council having to reduce other service budgets or increase funding by passing on the additional cost to the Island's residents through increased council tax. In considering the options consulted on, Isle of Anglesey County Council notes that 'there will be no impact or effect from maintaining the current arrangements or changing to options 1 and 2' and that, although options 1 and 2 would cost more, 'to maintain the existing level of service, if financially achievable, would be a desirable outcome'. In their view, the closure, or non-availability of the fire station in Beaumaris would result in taking longer for the next available resource to attend an emergency. Issues were raised with lack of availability at neighbouring stations, along with traffic congestion and the lack of resilience of the Menai crossings, with Isle of Anglesey County Council stating they 'therefore oppose the closure of the Beaumaris Fire Station as include in Option 3'. Concerns were also raised in their response regarding the consultation not discussing, considering or opposing any change to central costs of running the service. In summary, Isle of Anglesey 'confirm the Council's position that the focus of the review must be on protecting front line services during the current economic climate and that consideration needs to be given to implementing efficiency savings in other areas within the operating structure and working practices of the North Wales Fire Authority, i.e. central costs, training costs etc. Further detail, consideration and discussions are required regarding the wider operating structure and opportunities for efficiencies.' The Council 'requests that North Wales Fire and Rescue Service conduct a review of their administrative and central costs as a basis for setting the levy contribution incorporating the input of the Section 151 Officers in North Wales.'

A petition entitled 'Save Our Station' was submitted at the Beaumaris Community Event (14th September 2023) from Dai Ifor Evans-Jones, Firefighter at Beaumaris Fire Station. The petition had 1,448 signatures. Whilst the focus was on Beaumaris, it also highlighted not to close all five stations proposed for closure under Option 3.

Three emails were also received during the consultation period objecting to / querying the closure of Beaumaris Fire Station, including an email on behalf of Virginia Crosbie MP requesting further information on plans to close Beaumaris Fire Station.

Following an email from Beaumaris Town Council expressing concerns and requesting a local meeting, an additional community engagement event was held in Beaumaris on 14th September (see section 4.1).

6.3.4 Conwy

A petition was submitted at the Conwy Community Engagement Event (12th September 2023) from residents of Llandudno Junction. The petition was presented by Councillor P A Owens (Conwy Town Council) with 41 signatures expressing concern and not agreeing with the closure of Conwy Fire Station. It was noted that residents signing the petition in the catchment area of Conwy Fire Station were unable to complete the electronic survey, and so arrangements were made for North Wales Fire and Rescue Service's Equality, Diversity and Inclusion Officer to meet with residents w/c 25th September to assist in completing the consultation questionnaire online or hard copy.

An email was received from Gwennol Ellis (County Councillor, Conwy Borough Council) stating 'the residents of Uwch Aled express deep concern and dissatisfaction regarding the proposed closure of the Cerrigydrudion Fire Station under Option 3 of the Emergency Cover Review to implement cost-saving measures'. The response contests statistics provided and questions the factors that influenced this decision, as opposed to closing other stations. The Cerrigydrudion Fire Crew were described to 'consist of local individuals who possess extensive knowledge of the region', with the view that 'depriving Uwch Aled of its fire station would result in considerable vulnerability for the entire area and an increased likelihood of loss of life'. In her view, 'while acknowledging the necessity for financial savings, it is vital that careful thought is given to preserving human lives before monetary considerations'.

6.3.5 Denbighshire

Denbighshire County Council wished to 'place on record the value that it places on the service provided by North Wales Fire and Rescue and its admiration for the dedication and courage of its firefighters'. The Council is of the view that the Emergency Cover Review had 'identified the correct risks and that the protection of life should be the most important consideration', with their view that 'emergency cover should be a paramount consideration in determining the option to be taken forward'. Denbighshire County Council noted that a 'no change' option had been discounted before formal consultation had begun. Whilst the Council 'strongly supports the proposal to have a day staffed station at Corwen providing an improved response in the South of the County', the Council is 'gravely concerned about the proposed loss of the 24-hour duty system at the Rhyl fire station and the consequential risk that may arise'. As the changes proposed to Rhyl Fire Station's duty system form part of the three options consulted on, Denbighshire County Council suggests it 'is unable to support any of them and would look forward to seeing an option that maintained the 24 hour arrangements that currently exist at Rhyl.'

Rhyl Town Council submitted a letter raising significant concerns around the proposals contained within the North Wales Fire and Rescue Authority Emergency Cover Review, holding the view that the proposals 'appear to wish to address the need to provide adequate cover in certain rural areas of North Wales at the expense of long-established standards in Rhyl (and Deeside) which have been proven in reducing fatalities through fire.' Concern was raised that the proposals 'could be seen as a way of seeking financial savings rather than achieving the aim of enhancing safety' across Rhyl and neighbouring regions. The council recognised the success of North Wales Fire and Rescue Service achieving zero fire deaths last year, but feels the options proposed in the consultation would put this 'under threat moving forward' and so calls for North Wales Fire and Rescue Authority to reconsider these proposals.

Llangollen Town Council summarised their response to options for emergency response for the future in stating 'The Town Council believes that the primary concern of the North Wales Fire and Rescue Authority should be the provision of services based on local risk assessment of demand irrespective of cost'.

A letter was received from Gareth Davies (MS for the Vale of Clwyd) objecting to the proposed changes. Points were raised on behalf of constituents regarding the impact of proposed changes to the existing service to the Vale of Clwyd community and its apparent risk to the wider initiative of providing a fair, sustainable and equitable emergency response across North Wales. Concern was raised regarding the removal of the 24-hour service; properties and accommodation in the Rhyl area regrettably not having sufficient fire and smoke detection equipment, and the potential negative impact of proposed changes on the safety, well-being, work and life arrangements of employees and residents in the Vale of Clwyd. It was also noted that members of the public had not found the Authority's consultation system easy to navigate, which raised concern regarding the number of the public that would be able to have their say on the proposed changes to existing resources within the allocated time frame.

Following a meeting on 1st September 2023, the Chief Fire Officer provided additional information and clarification to Dr James Davies MP (Vale of Clwyd) regarding incident data, crew availability and incidents requiring more than one appliance in Rhyl, and information on mutual assistance from neighbouring areas. Dr James Davies MP subsequently submitted a response 'from the point of view of the region as a whole, but particularly with focus on the impact they (the proposals) may have on the Denbighshire area'. He supported 'the desire to ensure that cover is more equitable and reflects the diverse needs of the region' and could therefore 'see the value of Options 1 and 2 from the perspective of introducing greater cover in south Denbighshire'. His response however suggested he was 'naturally disappointed that all of the three options put forward within the consultation result in an impaired provision via the Rhyl station'. The response notes 'it is clear that funding is a key driver for the options being discussed in the review and this is inevitable'. Whilst council tax increases present a difficulty for householders (especially during the current economic climate), he understands 'that for North Wales Fire and Rescue Service, inflationary pressures combined with a desire to improve cover pose great challenges'. He notes however that it will be difficult to justify local taxpayers being asked for increased contributions, if 'the service being offered in the immediate area is to be inferior'. Concerns were raised in the response regarding the aspiration for North Wales Fire and Rescue Service to assist the Ambulance Service, with the view that 'it is not the Fire Service's responsibility to compensate for the Welsh Government's mismanagement of the Ambulance Service and NHS provision'. Concerns regarding the impact upon staff of changes with regard to relocation and impacts on quality of life were also raised, along with the need for North Wales Fire and Rescue Service 'to consider the cover from neighbouring Fire and Rescue Services and vice versa'. Regarding the options for consultation, concern was raised with the reliance upon retained staff at night in Option 2, with this seen as a risk with 'a significant level of night-time demand'. In his opinion, 'Option 3 is not a viable proposition', with this option still costing the tax payer more for a reduced service. Dr James Davies MP would also be keen to see the Fire Brigades Union's counter-proposals considered.

A letter was received from Darren Millar MS (Clwyd West Welsh Conservatives) strongly objecting to all three of the options in the consultation document on the basis that they would all lead to a reduction in cover at Rhyl Fire Station. Having discussed proposals with local firefighters, he understood there were alternative options (in their professional opinion), and he 'would urge the Fire Authority to consider the alternative option as a matter of urgency'.

6.3.6 Flintshire

A letter was received from Neal Cockerton (Chief Executive, Flintshire County Council) to thank the Chief Fire Officer and Assistant Chief Fire Officer MacArthur for attending Flintshire County Council on 6th September (see table 6.3.1.1) to explain the consultation. Flintshire, being North Wales' most populous county, was considered to have the greatest need for fire cover and to contribute the most to North Wales Fire and Rescue Service's finances. Flintshire Council is 'most anxious to preserve the current response times so that its residents are not put at risk.' Having considered all of the factors and discussions, the letter reports that there was overwhelming support amongst councillors present for Option 1. However, in relation to changing shift patterns at Deeside Fire Station and the impact on response levels, 'councillors would seek assurance about the additional recruitment (if any) that would be put in place to ensure that volunteering levels remain sufficient to ensure levels of cover at least equal to those at present'. Flintshire Council's representatives on the North Wales Fire and Rescue Authority had also been approached by the Fire Brigades Union in respect of a fourth option, and the council would be keen for North Wales Fire and Rescue Authority to discuss this in more detail with the Fire Brigades Union. Concern was also raised by Flintshire Council regarding the funding stream for the Authority on the basis of raising a levy on the constituent councils rather than issuing a precept in a similar manner to the Police. Funding is thus not transparent, and it is seen to have led to the Authority coming under pressure from constituent councils to reduce costs, so that they in turn are not forced to increase council tax. Flintshire however notes that they have in the past identified the amount of money destined for the Authority that is included within any increase in council

tax and believe that their 'residents value the work of the Authority and are willing to support it financially in order to continue receiving high levels of service'.

A letter was received from Shotton Town Council detailing their concern on hearing of the consultation options for the Fire and Rescue Service which will affect the Deeside Fire Station. The letter states that 'Councillors appreciate the financial challenges you face and appreciate that staff from the Service would be utilised in other rural areas, but on behalf of the community we request you reconsider this proposal. The Council believes that any of the proposed options will have a detrimental impact on Deeside and its surrounding areas and we are imploring you to reconsider the plans to change Deeside to a day staffing crew only. The council has read the supporting documents and acknowledge the statistics but both they and the community have a genuine concern and worry about the repercussions of this potential decision. Is there any viability at all of retaining a night crew at Deeside please?'

A letter was received from Mark Tami MP (Alyn and Deeside) regarding the consultation with the view that the three options provided meant residents were being asked to choose the 'least worst' option, and he supported the need for another option to be put forward that 'improves and not reduces the service to all the businesses and families in Alyn and Deeside'. He raised concern over the levels of deprivation in his constituency, along with reference to an ageing population and increasing numbers of Houses of Multiple Occupation. In his view, not having Deeside Fire Station manned at night and relying on retained staff doing this as a second job would 'take its toll' on retained staff, potentially leading to recruitment issues. Concern was also raised regarding the planned expenditure on the training facility in St Asaph.

A letter from Jack Sargeant MS (Alyn and Deeside) also raised concerns about impact of changes upon the Deeside site and the effects upon the wider community. A request for the consultation to be extended in order to ensure as many responses as possible was also made, along with a request for North Wales Fire and Rescue Service to work with North Wales Fire Brigades Union in considering the additional options put forward by the Fire Brigades Union.

Mark Isherwood (Member of the Senedd) raised concerns from employees of North Wales Fire and Rescue Service and constituents regarding proposed changes to the fire response not improving response. Reference was also made to the additional options proposed by the Fire Brigades Union, plans for the new training facility in St Asaph and other approaches used at neighbouring Fire and Rescue Services.

6.3.7 Gwynedd

Gwynedd Council welcomed the opportunity to submit views and feedback to the review on the future of fire and rescue services in North Wales and submitted a formal response. They fully support the aim of being "in the right place, at the right time with the right skills". Gwynedd Council opposes the proposal made in Option 3, which recommends the closure of on-call stations in Abersoch and Llanberis, as well as Beaumaris, Cerrigydrudion and Conwy. In their view, 'the closure of two on-call stations within the County would be a huge loss and in the Council's opinion would undermine the aim of being able to respond promptly to emergency calls in some places of Gwynedd'. The intention within each of the three options to establish day fire stations in Porthmadog and Dolgellau is 'considered a key step which strengthens the ability to realise the aim to respond quickly to calls in the areas concerned'. From a service improvement point of view, Gwynedd Council supports Options 1 and 2 in realising this aim without closing local on-call stations. The Council however notes the higher costs associated with Options 1 and 2 and is concerned about the level of tax increase necessary to implement the change. In the context of cost, 'the Council notes that the number of officers on the senior management structure of the regional Fire and Rescue Authority appears high compared to other Fire and Rescue Authorities across England and Wales' and suggests from the point of the tax payer in Gwynedd that 'the Council believes that it would be sensible for the Fire Authority to weigh up that management cost alongside its ability to provide the front-line service it would like to achieve'. In summary, Gwynedd Council 'is supportive of the aim of improving emergency response services and is keen to see day staffed fire stations in Porthmadog and Dolgellau being established but not at the expense of closing the on-call fire stations in Abersoch and Llanberis, while further proposing that it is possible to consider reducing the anticipated increase in the levy for the 2024-25 tax by reviewing higher management requirements and administrative arrangements within the Fire Authority'. Gwynedd Council were also aware of alternative proposals submitted by the Fire Brigades Union and state their support for discussion of alternative proposals with representatives of the union to continue following the public consultation.

A letter was received from Catrin Wager (Party of Wales Candidate, Bangor Aberconwy) including a petition with the focus to 'object to Option 3 and say no to the significant loss of 74 front line firefighters and the closure of 5 on-call fire stations that this option would entail'. The petition was signed by 427 individuals and seen to make 'it clear that the public do not want to see such drastic reductions in services'. The letter notes the 'incredible achievement' of North Wales Fire and Rescue Service hitting a significant milestone with zero fire related deaths in the region over the year and feels the ambition of any future delivery model should be to maintain this. The letter suggests 'Option 3 would be a failure of such an ambition, and with lives at risk, should be taken off the table immediately'. The letter also includes a personal request that consideration is given to the options put forward by the Fire Brigades Union.

Twenty-four emails were received during the consultation period from residents and business owners in Abersoch objecting to the closure of Abersoch Fire Station, with one email objecting to the closure of Llanberis Fire Station.

6.3.8 Wrexham

Wrexham Council submitted a formal response to the consultation. They note the significant contribution local authority services make to preventing and reducing risk and discuss how 'an increase in the levy imposed upon local authorities by North Wales Fire and Rescue Authority will result in less funding being available for the provision of essential local authority services' and that 'North Wales Fire and Rescue Authority should therefore take account of the risk that may be presented to preventative services by increasing the levy upon local authorities at a time of ongoing financial stress'. Wrexham Council is concerned that all three options presented by the consultation involve a significant increase in the levy charged to local authorities alongside a reduction in service levels, and do not believe either of the options demonstrate value for money or meet the needs of the communities. Whilst they welcome commitment to improve emergency cover arrangements in some parts of the region (the south and west), they 'do not believe that this should be at the expense of vital emergency cover services currently provided in the east'. They therefore call on the Fire Authority to maintain the current levels of emergency cover within the County Borough of Wrexham.

Wrexham Council also expressed fundamental concerns about the way North Wales Fire and Rescue Authority is funded. Whilst 'recognising that this issue is outside the scope of the present consultation and is not directly within control of the North Wales Fire and Rescue Authority, the council considers it unfair that North Wales Fire and Rescue Authority is empowered to determine the level of local authority contributions at a time when local authorities are experiencing increasing pressures on the Local Government Settlement'. The council would like to see a 'police style council tax precept model, as applied to Fire and Rescue Services in England, as this would be a fairer and more transparent means of funding, allowing members a better understanding of the cost of Fire and Rescue services'. The council suggests 'it would be appropriate for the North Wales Fire and Rescue Authority to lobby Central Government and the Welsh Government for a review of the current model of funding, with a focus on openness and transparency'.

Wrexham Council also expressed concern that 'the review has been driven by the need to save money because of the lack of funding, and that as such, the narrow scope of the review, which ignores corporate, management, support services, and the plans for capital investment which impacts annual revenue costs, is flawed as it does not consider the potential for efficiencies in these areas'. Concerns were also raised about the deliverability of the options in terms of changes to the workforce both in terms of their Terms and Conditions and location.

A letter to Assistant Chief Fire Officer Millington was received from Dave Sheridan (Clerk to Gwersyllt Community Council) objecting to the proposed reduction in the number of full-time firefighters in Wrexham and proposals to axe its second whole-time fire engine. The Members of Gwersyllt Community Council call on the Fire Authority to maintain the current levels of emergency cover in Wrexham, with all elected Members stating that reducing the number of frontline firefighters in Wrexham is completely unacceptable.

Councillor Brian Cameron put forward a Motion to be heard at the Caia Park Community Council Extraordinary Meeting held on 17th August 2023. The motion put forward read 'North Wales Fire Authority are proposing 3 options as a way of reducing costs,

2 involving cutting the 2nd fire appliance in Wrexham and reducing the numbers of firefighters from 52 to 28. Caia Park Community Council believe this would put the safety of its citizens in jeopardy, not just in Caia Park but the whole of Wrexham. This is totally unacceptable given Wrexham has a population of around 136,000 with possibly the largest Industrial Estate in Europe, Wrexham Maelor Hospital, a University, College Cambria in the town and also the manufacturing training college on Bersham Road, as well as one of the largest prisons in the UK. Caia Park Community Council takes the safety of its residents in Caia Park and Wrexham very seriously and say that proposals to cut services in Wrexham is unacceptable and calls on the Fire Authority to look at other options of cost saving, possibly from the top of the Authority to save costs.' It was unanimously agreed at the meeting that the current proposals by the North Wales Fire and Rescue Authority are unacceptable due to the potential effects on safety of Wrexham County Borough citizens, and the Council totally opposes the proposals; that the Council's opposition to the proposals is communicated to the Fire Authority; that it calls on the Fire Authority to look at other options of cost saving; that details of the motion and resulting decision is communicated to all Wrexham Community Councils.

The same motion (stated above at Caia Park Community Council) was raised at Llangollen Rural Community Council's meeting on 5th September. It was again unanimously resolved at the meeting that Llangollen Community Council felt that 'the current proposals by the North Wales Fire Authority are unacceptable due to the potential effects on safety of Wrexham County Borough citizens and the Council totally opposes the proposals; that the Council's opposition to the proposals is communicated to the Fire Authority; that it calls on the Fire Authority to look at other options of cost saving.'

Acton Community Council considered the consultation information and proposals included in the Emergency Cover Review at a meeting in September 2023, alongside information provided by Caia Park Community Council about its response to North Wales Fire and Rescue Authority. Acton Community Council 'wholeheartedly agrees with the position statements made by Caia Park Community Council' and supports their unanimous resolution 'that the current proposals by the North Wales Fire Authority are unacceptable due to the potential effects on safety of Wrexham County Borough citizens and the Council totally opposes the proposals; that the Council's opposition to the proposals is communicated to the Fire Authority; and that it calls on the Fire Authority to look at other options of cost saving'.

Following receipt of an email from Caia Park Community Council, the Chair of Minera Community Council proposed (and a Councillor seconded) that an identical resolution, adjusted to support the residents of the Minera ward be passed and forwarded by the Clerk to North Wales Fire and Rescue Service. The proposal was agreed by all present and stated that 'North Wales Fire Authority is proposing 3 options for reducing costs, 2 involving cutting the 2nd fire appliance in Wrexham and reducing the numbers of firefighters from 52 to 28. Minera Community Council believes this would put the safety of its citizens in jeopardy, not just in the Minera communities but the whole of Wrexham. This is totally unacceptable given Wrexham has a population of around 136,000 with possibly the largest Industrial Estate in Europe, Wrexham Maelor Hospital, a University and Coleg Cambria in the town as well as the manufacturing training college on Bersham Road, together with one of the largest prisons in the UK. Minera Community Council takes the safety of its residents in Minera and Wrexham very seriously and maintains that proposals to cut services in Wrexham are unacceptable, and calls on the Fire Authority to look at other options of cost saving, possibly from the top of the Authority, to achieve financial economies'. It was again unanimously resolved at the meeting that Minera Community Council agrees 'that the current proposals by the North Wales Fire Authority are unacceptable due to the potential effects on safety of Wrexham County Borough citizens and the Council totally opposes the proposals; that the Council's opposition to the proposals is communicated to the Fire Authority; that it calls on the Fire Authority to look at other options of cost saving.' Alongside their submission, Minera Community Council took the opportunity to restate that they 'are, and will always remain, fully committed to and supportive of your (North Wales Fire and Rescue Service) service, but unequivocally stand by our fellow Community Council colleagues in Caia Park and beyond in opposing proposals which place the population of the County Borough in greater peril in return for cost savings'.

An email was received from Nigel Hodges (Clerk of Rhosddu Community Council) stating 'Rhosddu Community Council wishes to object to the proposal to reduce the number of Fire Engines in Wrexham and the number of firefighters in Wrexham'. Reference was made to Wrexham Fire Station not only covering the City of Wrexham, but also the industrial estate, including the prison. The Welsh Government having imposed an obligation on Wrexham Council to allow the provision of thousands of additional houses in the borough was also discussed along with likely impacts of climate change in coming years. Concern was raised with losing experienced firefighters having an impact in the years to come with training of firefighters taking many years.

The response states 'planning for now is not the answer; the Fire Service should be planning for the future; the future where there are more homes, more industries, more wildfires and more flooding'.

A letter from Sarah Atherton MP (Wrexham) was received objecting to the removal of Wrexham's third appliance. Wrexham was discussed as a growing city and having one appliance staffed by wholetime firefighters and one retained appliance staffed by on-call firefighters was seen as 'unacceptable for an area the size of Wrexham'. The need for the Welsh Government to 'step up' and provide the funding necessary was discussed, along with issues of North Wales being 'underfunded' and treated as an 'afterthought'. Reference was again made to funding for the new training centre in St Asaph. Whilst this was seen to be needed, the timing, size and scale of the project was seen to be of concern. The letter also raised issues faced in accessing and completing the consultation, with reference to the structure and style of the questionnaire.

Following a high volume of correspondence from concerned residents, Sarah Atherton MP also launched a petition to oppose plans to remove Wrexham's third appliance.

A petition was received from Councillor Carrie Harper via Councillor Marc Jones (Plaid Cymru, Grosvenor, Wrexham County Borough Council). The petition is 'opposing to cut Wrexham's second whole-time fire engine and maintain emergency cover in the area' and includes 734 signatures.

An email was received from Councillor Graham Rogers (County Councillor Hermitage Ward and Community Councillor Offa) stating his 'call upon the Fire Authority to maintain its current levels of emergency cover within the County Borough of Wrexham.'

Four further emails were received during the consultation period from councillors, residents and representatives from Wrexham objecting to/querying details around changes to provision in Wrexham.

A rally organised by the Fire Brigades Union North Wales took place in Wrexham on 30th September at 12pm, where it was estimated that over a hundred members of staff and the public attended, protesting against the plans within the Emergency Cover Review.

YOUR FIRE AND RESCUE SERVICE

**RIGHT PLACE
RIGHT TIME
RIGHT SKILLS**



Gwasanaeth Tân ac Achub
Fire and Rescue Service



Emergency Cover Review Summary

Have your say

21 July 2023 – 22 September 2023

ATAL AMDDIFFYD YMATEB
PREVENTING PROTECTING RESPONDING

www.tangogleddcymru.llyw.cymru
www.northwalesfire.gov.wales

Introduction

We want to provide the fairest possible service to the public of North Wales.

No matter where you live or who you are, we aim to be there for you when you need us.

This means being able to provide an equitable service across our diverse communities – diverse in terms of location and geography, in terms of the types of incidents we respond to, and also in terms of the people we serve – whatever your ethnicity, gender or sexual orientation and regardless of any disability.

We aim to achieve this by managing our resources, our budget and our people as effectively as possible.

Understanding your views and the views of all those who live, work and travel in our region is key to this.

Balancing this against the current challenges to providing our services is also key – especially when our part time or on-call firefighters are not as available as they have been traditionally, when the risks faced by our communities are changing with climate change and when the financial challenges are greater than ever.

And it's not just about responding to incidents – preventing them from happening in the first place is far better for everyone involved.

Not only does our prevention work help to keep you safe but it also means we can better manage how we operate – and importantly, for some communities such as those in more rural areas, it is a vital part of protecting our residents.



Dawn Docx Chief Fire Officer and Chief Executive

How we currently operate

North Wales Fire and Rescue Authority was created in 1996 however, the model of emergency cover and the locations and crewing arrangements of our 44 fire stations have remained relatively unchanged since the post war era.

North Wales as a region has continued to evolve and so have the risks faced by the public. In 2008 in addition to being a responding service, we positioned ourselves as a preventative service. Since then we have worked hard to bring down the number of fires and resulting deaths and injuries.

Importantly, 2022/23 was a milestone year for us – for the first time since we have kept records, there were zero deaths due to accidental fires in dwellings in North Wales.

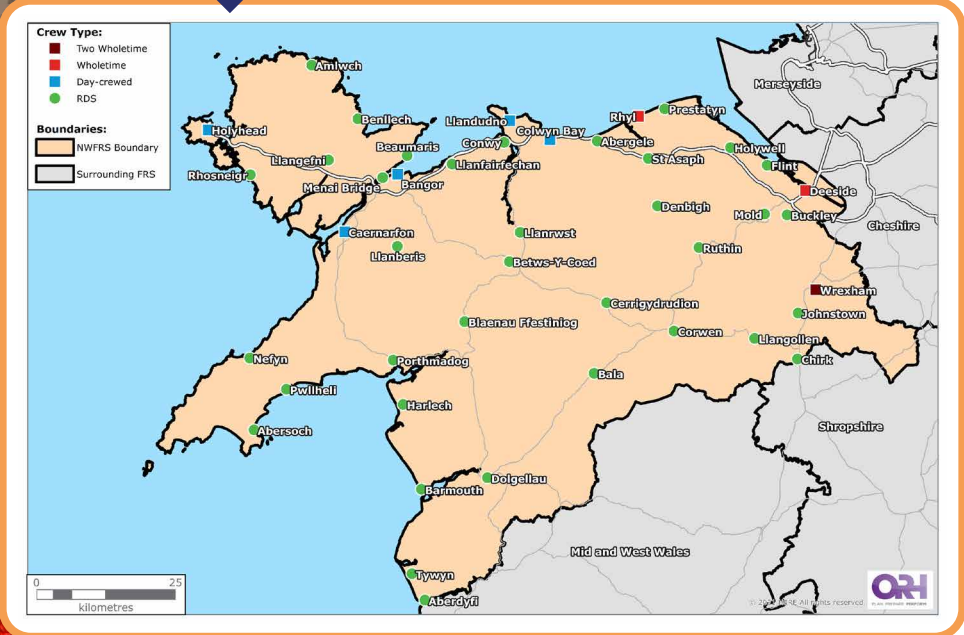
This is great news, but we must not become complacent. We need to work harder still to maintain this level of safety.



Dylan Rees Chair of the Authority and Executive Panel



Why are we consulting?



The challenges ahead

In the meantime, other risks have emerged with climate change increasing the frequency and severity of wildfires and flooding.

Advances in technology such as solar panels and electric vehicles as well as modern methods of construction and new building materials pose new risks to the public and to firefighters.

Having started to support other emergency sector colleagues we have seen an increase in what we know as special service calls.

As a result, we are becoming more of a Rescue Service than a Fire and Rescue Service. To do all this we would need to be **in the right place**.

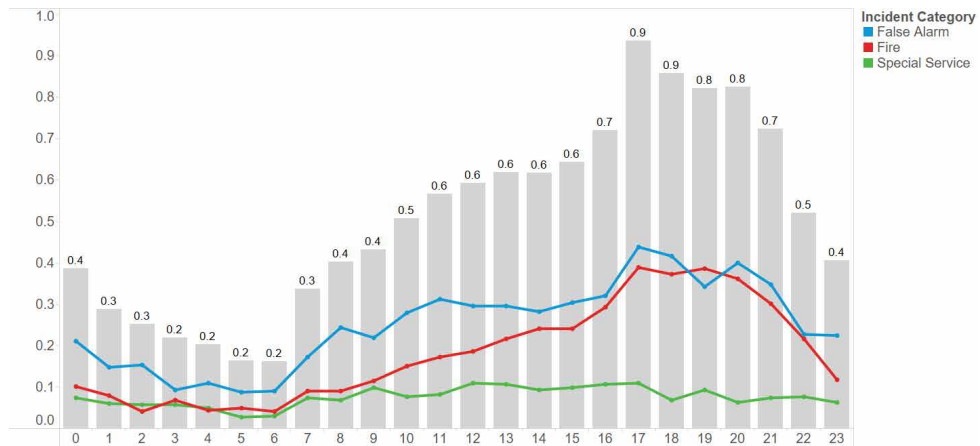
Currently we have guaranteed emergency cover at only eight of our fire stations located predominantly along the A55 dual carriageway corridor in our region.

Elsewhere in North Wales we rely on part time or on-call firefighters (who operate the retained duty system) – and their availability during the day time is challenging (see page 7).

We are working hard to recruit and retain these firefighters but we need to ensure that we can be certain of being able to provide a response crew within the optimum response times across the whole of North Wales.

We have therefore been exploring scenarios for providing emergency cover in the future – with a view to improving existing cover whilst also recognising the current financial challenges. Working with independent specialists we have been modelling exactly how we could optimise our resources and respond in the most effective and efficient way.

We know that the number of incidents we attend increases throughout the day, peaking in early evening and then dropping at night. We could therefore look at matching this demand by changing the way some of our crews work in certain areas.



Average hourly incidents 01/04/2017 – 31/03/2022

Whilst we can work to improve how our average cover and performance could look, there will still be areas, especially in rural locations, where we would continue to work harder to improve our protection and prevention services and continue to focus on the recruitment of on-call staff and their availability.

This would enable us to respond more effectively to all the emergencies we are called upon to attend, including road traffic collisions and events as a result of extreme weather, and crucially **at the right time**.

Along with the new risks, the technology that firefighters use has become more sophisticated.

Ensuring our people have **the right skills** is therefore critical, and because the number of fires has decreased significantly in recent years thanks to our prevention work, it makes the need for realistic and immersive training in all of the emergencies we are likely to attend even more crucial.

Where does our money come from?

We are committed to delivering value for money across all the services we provide with funding levied from the six local authorities in North Wales.

Our Fire and Rescue Authority is made up of representatives of the local authorities and has the power to raise a Council Tax levy for funding.

Each year, each constituent local authority pays a contribution into a combined fire service fund which is equal to its proportion of our Fire Authority's expenses.

Our current budget for 2023/24 is £44.4 million – which equates to £63.07 a year per head of population in North Wales, or £150.66 a year per household.

Information on the cost of each option being consulted on are included in the table on pages 14–15.

What are our current shift patterns?

- Our retained duty or on-call (part-time) firefighters are mainly based in rural fire stations located across our region. They are required to be within five minutes of their fire station and carry an alerter to be able to respond to emergencies as well as attend drill nights once a week for training sessions and other pre-arranged duties.
- Our day crewed firefighters are full-time firefighters located at Colwyn Bay, Llandudno, Bangor, Caernarfon and Holyhead. The day crewing shift system requires our crews to work a combination of hours on station during the day and on-call from a base location overnight, to provide a 24-hour response. There are also on-call firefighters based at these fire stations.
- Our wholtime or full-time firefighters are located at Wrexham, Deeside and Rhyl. Crews at these stations work shifts from the station at night and during the day to provide a 24-hour response. There are also on-call firefighters based at these fire stations.
- Wholtime rural firefighters also work full-time and work 12-hour day shifts covering the region on a dynamic basis depending on need.

Developing our options for the future

We have been working together to develop the best way of providing our emergency cover in the future, ensuring we can be **in the right place, at the right time, with the right skills.**

Based on our modelling work and on our own professional experience, we have explored a variety of different scenarios and through a series of pre-consultation stakeholder activities we have looked at exactly what was important to consider in improving our emergency cover services.

Our options for the future were developed on the basis of the following criteria:

- **Emergency cover** – how our fire appliances respond to emergency calls.
- **Protection and prevention services** – how we keep your homes and businesses safe.
- **Affordability** – keeping our services as affordable as possible, providing best value for money.
- **Workforce** – impact of changes on our teams.
- **Fair and equitable service** – having our staff at the right place, at the right time and with the right skills.
- **Social value** – recognising the impact of any changes we make on our communities.

Key themes arising from this engagement included:

- **Finance** – Understanding the budgetary pressures. Is the review of emergency cover financially driven?
- **Future risks** – Climate change and new technology may place more demand on resources.
- **Prevention and protection** – how our engagement with the public and businesses are affected.
- **Communication** – Key to aid understanding of the challenges faced and impacts of any proposals.

You can find out more about what our stakeholders had to say on our website www.northwalesfire.gov.wales where you can also view our Equality Impact Assessment which confirms our commitment to equality, diversity and inclusion.

What options are you consulting on: what do they mean for our communities and our staff?

Three options were chosen for public consultation and these have different implications for helping to ensure we can be there for you **at the right place, the right time, and with the right skills.**

Option 1

- Maintain a 24-hour response model at our existing wholetime stations, with Rhyl and Deeside fire stations changing to a day crewing duty system.
- The addition of three day staffed stations located at Corwen, Porthmadog and Dolgellau utilising the reallocation of wholetime firefighters following changes at Rhyl, Deeside and the Rural Wholetime Duty System.

Option 2

- A response model where Rhyl and Deeside fire stations change to a day staffing duty system.
- Wrexham's third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters.
- The redistribution of staff from Wrexham, Rhyl, Deeside and the Rural Wholetime Duty System enables the addition of three day staffed stations, located at Corwen, Porthmadog and Dolgellau and a reduction in wholetime firefighter numbers by 22.

Option 3

- A response model where Rhyl and Deeside fire stations change to a day staffing duty system.
- Wrexham's third fire appliance is removed, maintaining one fire appliance staffed by wholetime firefighters and one appliance staffed by on-call firefighters.
- The redistribution of staff from Wrexham, Rhyl, Deeside and the Rural Wholetime Duty System enables the addition of two day staffed stations, located at Porthmadog and Dolgellau and a natural reduction in wholetime firefighter numbers by 36.
- The closure of five on-call fire stations at Abersoch, Beaumaris, Cerrigydrudion, Conwy and Llanberis, resulting in the reduction of on-call firefighter numbers by 38.



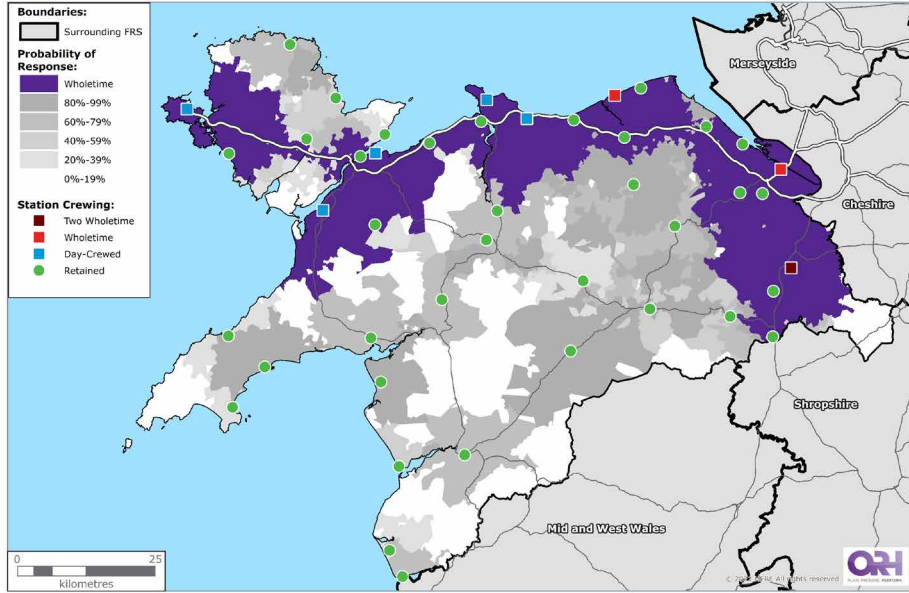
What would be the impact on our emergency response?

We looked at the average probability of a location receiving a response in 20 minutes during the day for all the different options under consideration – to be able to compare our emergency response.

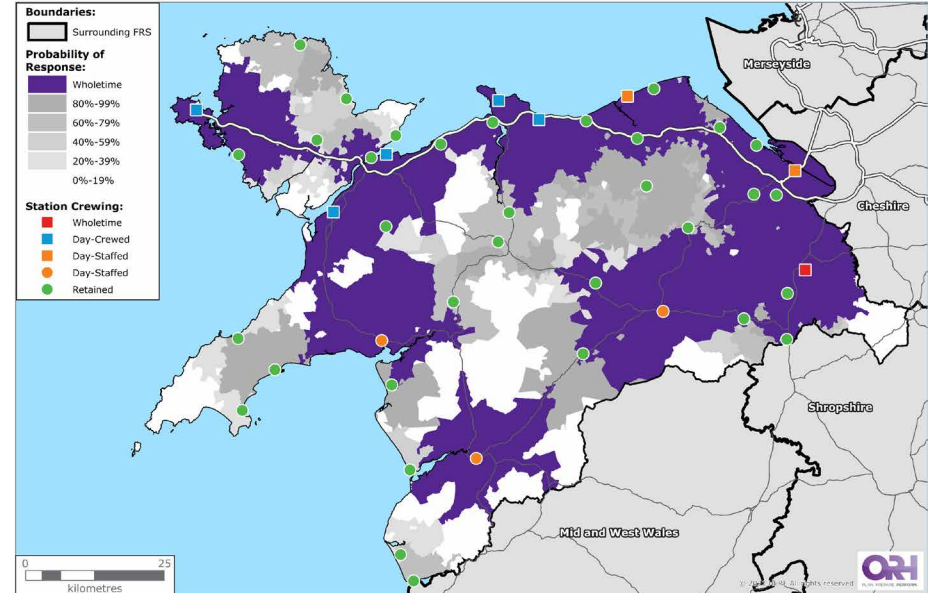
We know the availability of on-call staff is challenging during the day time, whilst being more robust during the evening which is a credit to the dedication of our staff.

Therefore, to best illustrate the differences between the options, the maps on the next page show 100% wholetime availability in purple and on-call availability in shades of grey, depending on average availability (over three years).

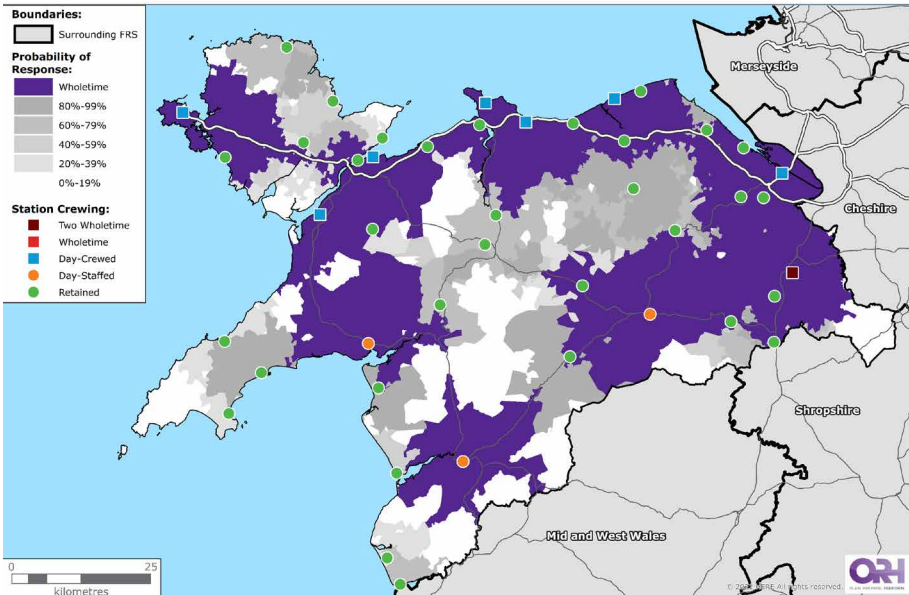
Current arrangements



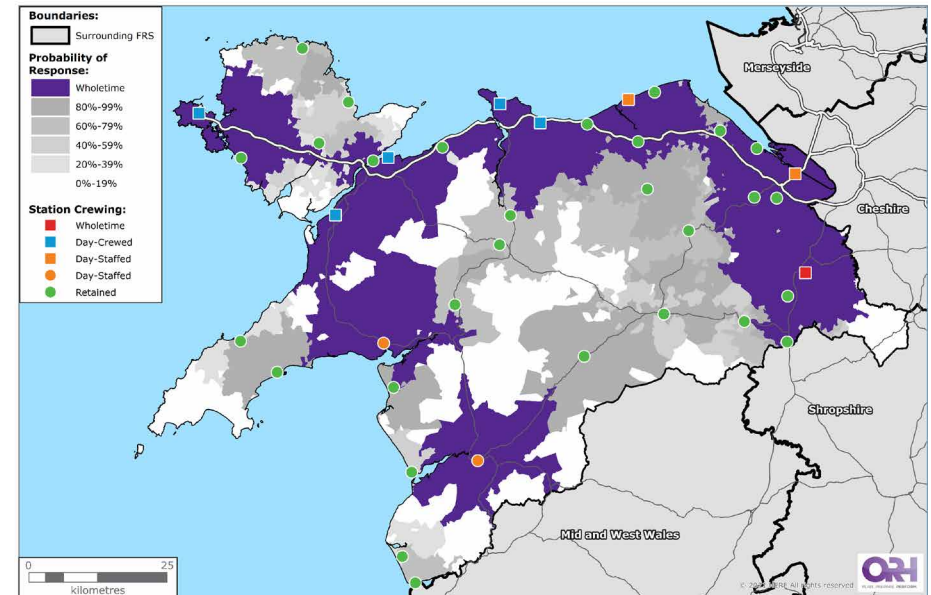
Option 2















Option 1




Option 3



This table summarises the options. More detailed information on how the options were developed and what they involve can be found on our website: www.northwalesfire.gov.wales

	Option 1	Option 2	Option 3
Station and/or Duty System Changes	Rhyl and Deeside move to Day Crewing and Rural Wholetime Duty staff are relocated	Rhyl and Deeside move to Day Staffing, Wrexham's 3rd appliance is removed and Rural Wholetime Duty staff are relocated	Rhyl and Deeside move to Day Staffing, Wrexham's 3rd appliance is removed and Rural Wholetime Duty staff are relocated
Wholetime Stations Introduced	Day Staffing at Corwen, Porthmadog and Dolgellau	Day Staffing at Corwen, Porthmadog and Dolgellau	Day Staffing at Porthmadog and Dolgellau
Station Closures	None	None	Abersoch, Beaumaris, Llanberis, Cerrigydrudion and Conwy
Wholetime Staff Numbers	No Change	22 Fewer Wholetime Firefighters 12% Reduction 	36 Fewer Wholetime Firefighters 19% Reduction 
On-Call Staff Numbers	No Change	No Change	38 Fewer On-Call Firefighters 8% Reduction 
Percentage of North Wales households receiving a 1st response within 20 minutes	Increased to 92.7% 	Increased to 92.2% 	Decreased to 91.5% 
Difference with current response model	2,148 more households receive a response within 20 minutes 	321 more households receive a response within 20 minutes 	2,087 less households receive a response within 20 minutes 
Change in Prevention and Protection Activity per annum	1,740 extra residential safe and well checks.  Increased industry and business engagement in rural areas	1,740 extra residential safe and well checks.  Increased industry and business engagement in rural areas	1,160 extra residential safe and well checks.  Increased industry and business engagement in rural areas
Social Value	Increased community engagement in rural areas e.g. school visits, safety campaigns, partnership events. Increased potential for future wholetime employment opportunities in South Denbighshire and Gwynedd	Increased community engagement in rural areas e.g. school visits, safety campaigns, partnership events. Increased potential for future wholetime employment opportunities in South Denbighshire and Gwynedd	Reduced community engagement and reduced employment opportunities in the 5 areas where on-call stations would be closed. Increased potential for future wholetime employment opportunities in South Gwynedd
Estimated cost per household per annum	£171.02	£167.29	£162.88
Difference with 23/24 cost per household per annum	£20.36 increase	£16.63 increase	£12.22 increase

 negative change

 positive change

How to respond

Your views are important to us and we would like to hear from you before we make any decisions about the future of our services.

Please take a look at the more detailed information on our website www.northwalesfire.gov.wales to find out more about our proposed options.

You can share your views with us up until midnight on Friday 22 September 2023.



To let us know what you think you can:

Return a completed paper questionnaire – post free of charge to:
Freepost ADOLYGIAD TAN/FIRE REVIEW.

Complete the questionnaire online at
www.northwalesfire.gov.wales.



Scan this QR code to take you straight to our online questionnaire.

You can also attend one of our consultation events, or virtual meetings, being held to gather feedback – details can be found by visiting: www.northwalesfire.gov.wales

If you cannot complete the questionnaire:

Send an email to:
EmergencyCoverReview@northwalesfire.gov.wales or a letter to
Freepost ADOLYGIAD TAN/FIRE REVIEW

Or call / text us to share your views on 07787 578 386.

Our website offers information in English and in Welsh and provides a user-friendly assistive toolbar so that you can read and understand everything in ways and languages that work best for you. You can also request an easy read format of the information by emailing us at EmergencyCoverReview@northwalesfire.gov.wales, calling or texting us on 07787 578 386.



What happens next?

We have not made any decisions yet and we will remain open-minded about the solution until after all the feedback, evidence and information has been gathered and considered.

After the consultation closes at midnight on Friday 22 September, North Wales Fire and Rescue Authority will consider the feedback, along with a wide range of other information and evidence, before deciding how to proceed.

The final decision-making meeting of the Fire and Rescue Authority will be recorded and made available on our website:

www.northwalesfire.gov.wales

After the final decision has been made, any changes to our emergency cover would take place in a phased approach, as part of our 2024/28 Community Risk Management Plan.

YOUR FIRE AND RESCUE SERVICE

**RIGHT PLACE
RIGHT TIME
RIGHT SKILLS**





DO YOU TEST YOUR SMOKE ALARMS WEEKLY?

Weekly testing of your smoke alarms is the best way to ensure you can escape your property as quickly as possible in the event of a fire.

Working smoke alarms provide an early warning, allowing you to call the fire and rescue service immediately.

You can now get a weekly reminder to test your alarm via email by sending your email address to:

press@northwalesfire.gov.wales

North Wales Fire and Rescue Service

Emergency Cover Review

Your Fire and Rescue Service – right time, right place, right skills

Consultation Report

Annex 2 – Example Communication Materials

Example Consultation publicity materials

YOUR FIRE AND RESCUE SERVICE

RIGHT PLACE RIGHT TIME RIGHT SKILLS



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Emergency Cover Review – Have your say 21 July 2023 – 22 September 2023

North Wales Fire and Rescue Authority is running a public consultation to gather feedback from those who live, work and travel in the region about the future of how we provide our emergency cover in North Wales.

Emergency cover is the way we manage our resources to keep people safe – no matter where you live or who you are, we aim to be there for you when you need us.

Your views are important to us – we want to know what you think about our options for providing emergency cover before we make any final decisions about the future of our services.

Between 21 July 2023 and 22 September 2023, you can tell us what you think by completing our questionnaire.

Our questionnaire is available on our website www.northwalesfire.gov.wales where you can also find all the information you need in order to respond to the questions.

Scan here to go straight to the questionnaire.



There are several different ways you can get involved to tell us what you think.

- If you don't have access to the internet, you can call or text us on **07787 578 386** or email us at EmergencyCoverReview@northwalesfire.gov.wales and we can send you paper copy of the questionnaire and supporting information. You can post the questionnaire to us free of charge. The information is also available in easy read format if you prefer.
- We are also holding events across North Wales to gather feedback and to hear what people think – you can find details of all events on our website: www.northwalesfire.gov.wales. You can also attend a virtual event if preferred.
- Our website offers information in English and in Welsh and provides a user-friendly assistive toolbar so that you can read and understand everything in ways that work best for you. This includes a read aloud functionality, larger text and the ability to view the information in a wide range of additional languages.

[@NorthWalesFire](https://twitter.com/NorthWalesFire) [@Northwalesfireservice](https://facebook.com/northwalesfireservice) [/north-wales-fire-and-rescue-service](https://linkedin.com/company/north-wales-fire-and-rescue-service)

Y LLE AWN YR AMSER AWN Y SGILIAU AWN



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Adolygiad Darpariaeth Brys – Dweud eich dweud 21 Gorffennaf 2023 – 22 Medi 2023

Mae Awdurdod Tân ac Achub Gogledd Cymru yn cynnal ymgynghoriad cyhoeddus i gasglu adborth gan y rhai sy'n byw, yn gweithio ac yn teithio yn y rhanbarth am ddyfodol y ffordd rydyn ni'n darparu ein gwasanaethau darpariaeth frys yng Ngogledd Cymru.

Darpariaeth frys ydy'r ffordd rydyn ni'n rheoli ein hadnoddau i gadw pobl yn ddiogel – waeth ble rydych chi'n byw neu pwy ydych chi, rydyn ni'n anelu at fod yno i chi pan fyddwch ein hangen.

Mae eich safbwyntiau'n bwysig i ni – hoffem gael eich barn ar ein hopslynu ar gyfer darparu gwasanaethau darpariaeth frys cyn i ni wneud unrhyw benderfyniadau terfynol am ddyfodol ein gwasanaethau.

Rhwng 21 Gorffennaf 2023 a 22 Medi 2023, gallwch fynegi barn ar hyn trwy lenwi ein holiadur.

Mae ein holiadur ar gael ar ein gwefan www.tangogleddecymru.llyw.cymru lle gallwch hefyd ddod o hyd i'r holl wybodaeth fydd ei hangen arnoch er mwyn ymateb i'r cwestiynau.

Sganiwch yma i fynd yn syth at yr holiadur.



Mae sawl ffordd wahanol y gallwch chi gymryd rhan a rhannu eich barn.

- Os nad oes gennych fynediad i'r rhyngwyd, gallwch ein ffonio neu anfon neges destun at **07787 578 386** neu anfon e-bost atom: AdolygiadDarpariaethBrys@tangogleddecymru.llyw.cymru. Gallwn anfon copi papur o'r holiadur ar wybodaeth ategol atoch. Gallwch anfon yr holiadur atom yn rhad ac am ddim. Mae'r wybodaeth hefyd ar gael mewn fformat hawdd ei ddarllen os yw hynny'n well gennych.
- Rydyn ni hefyd yn cynnal digwyddiadau ar draws Gogledd Cymru i gasglu adborth a chlywed beth mae pobl yn ei feddwl – gallwch ddod o hyd i fanylion yr holl ddigwyddiadau ar ein gwefan: www.tangogleddecymru.llyw.cymru. Hefyd, gallwch fynychu digwyddiad rhithiol os yw'n well gennych.
- Mae ein gwefan yn cynnig gwybodaeth yn Gymraeg ac yn Saesneg ac yn darparu bar offer cynorthwyl hawdd ei ddefnyddio fel y gallwch ddarllen a deall popeth yn y ffordd sy'n gweithio orau i chi. Mae hyn yn cynnwys swyddogaeth darllen yn uchel, testun mwy ar gallu i weld y wybodaeth mewn ystod eang o leithoedd ychwanegol.

[@NorthWalesFire](https://twitter.com/NorthWalesFire) [@Northwalesfireservice](https://facebook.com/northwalesfireservice) [/north-wales-fire-and-rescue-service](https://linkedin.com/company/north-wales-fire-and-rescue-service)

Example Publicity of Community Engagement Events

Emergency Cover Review Community Engagements Events

Refreshments and translation services available in all the sessions.

All venues are accessible.



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Location	Date	Time	Address
Conwy	Tuesday - 15.08.23	7pm	Canolfan Addysg Uwchaled, Ffordd Alwen, Cerrigydrudion, Conwy, LL21 9SW
Wrexham	Wednesday - 16.08.23	2pm	Tŷ Pawb, Market St, Wrexham, LL13 8BB
Wrexham	Wednesday - 16.08.23	7pm	Tŷ Pawb, Market St, Wrexham, LL13 8BB
Flintshire	Tuesday - 29.08.23	2pm	Deeside Leisure Centre, Chester Rd W, Queensferry, Deeside, CH5 1SA
Flintshire	Tuesday - 29.08.23	7pm	Deeside Leisure Centre, Chester Rd W, Queensferry, Deeside, CH5 1SA
South Gwynedd	Wednesday - 30.08.23	2pm	The Free Library, Mill Street, Dolgellau, Gwynedd, LL40 1EY
North Gwynedd	Wednesday - 30.08.23	7pm	Neuadd Abersoch, Lon Gwydryn, Abersoch, Pwllheli, Gwynedd, LL53 7EA
Online	Tuesday - 05.09.23	2pm	https://shorturl.at/iowAE
Online	Tuesday - 05.09.23	7pm	https://shorturl.at/fmMOU
Denbighshire	Wednesday - 06.09.23	2pm	Rhyl Rugby Club, Tynwydd Fields, Tynwydd Rd, Rhyl, Sir Denbighshire, LL18 4AQ
Denbighshire	Wednesday - 06.09.23	7pm	The Old Courthouse, St Peter's Square, Ruthin, Denbighshire, LL15 1AA
North Gwynedd	Thursday - 07.09.23	7pm	Llanberis Community Centre, Llanberis, Gwynedd, LL55 4UR
Conwy	Tuesday - 12.09.23	7pm	St Mary's Church Hall, Conwy, LL32 8LD
North Gwynedd	Wednesday - 13.09.23	2pm	The Management Centre, College Rd, Bangor, Gwynedd, LL57 2DG
North Gwynedd	Wednesday - 13.09.23	7pm	The Management Centre, College Rd, Bangor, Gwynedd, LL57 2DG
Ynys Môn	Thursday - 14.09.23	2pm	Canolfan Ebenseser, Bridge St, Llangefni, Ynys Môn, LL77 7PN
Ynys Môn	Thursday - 14.09.23	7pm	David Hughes Community Centre, Cadnant Ct, Beaumaris, Ynys Môn, LL58 8AL

YOUR FIRE AND RESCUE SERVICE
**RIGHT PLACE
RIGHT TIME
RIGHT SKILLS**

Mae'r ddogfen hon ar gael yn Gymraeg

Adolygiad Darpariaeth Brys Digwyddiadau i ymgysylltu efo'r gymuned

Mae lluniaueth a gwasanaethau cyfieithu ar gael yn yr holl sesiynau.

Mae pob lleoliad yn hygyrch.



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Lleoliad	Dyddiad	Amser	Cyfeiriad
Conwy	Dydd Mawrth - 15.08.23	7yh	Yr Ystafell Blwyf, Cerrigydrudion, Conwy, LL21 9SR
Wrecsam	Dydd Mercher - 16.08.23	2yh	Tŷ Pawb, Stryt y Farchnad, Wrecsam, LL13 8BB
Wrecsam	Dydd Mercher - 16.08.23	7yh	Tŷ Pawb, Stryt y Farchnad, Wrecsam, LL13 8BB
Sir y Fflint	Dydd Mawrth - 29.08.23	2yh	Canolfan Hamdden Glannau Dyfrdwy, Gorllewin Ffordd Caer, Queensferry, Sir y Fflint, CH5 1SA
Sir y Fflint	Dydd Mawrth - 29.08.23	7yh	Canolfan Hamdden Glannau Dyfrdwy, Gorllewin Ffordd Caer, Queensferry, Sir y Fflint, CH5 1SA
De Gwynedd	Dydd Mercher - 30.08.23	2yh	Darllefa Rydd Dolgellau, Wtra'r Felin, Dolgellau, Gwynedd, LL40 1EY
De Gwynedd	Dydd Mercher - 30.08.23	7yh	Neuadd Abersoch Lon Gwydryn, Abersoch, Pwllheli, Gwynedd, LL53 7EA
Ar-lein	Dydd Mawrth - 05.09.23	2yh	<i>Dolen i ddilyn</i>
Ar-lein	Dydd Mawrth - 05.09.23	7yh	<i>Dolen i ddilyn</i>
Sir Ddinbych	Dydd Mercher - 06.09.23	2yh	Clwb Rygbi Y Rhyl, Tynwydd Fields, Tynwydd Rd, Y Rhyl, Sir Ddinbych, LL18 4AQ
Sir Ddinbych	Dydd Mercher - 06.09.23	7yh	Yr Hen Lys, Sgwâr Sant Pedr, Rhuthun, Sir Ddinbych, LL15 1AA
Conwy	Dydd Iau - 07.09.23	2yh	St Mary's Church Hall, Conwy, LL32 8LD
Gogledd Gwynedd	Dydd Iau - 07.09.23	7yh	Canolfan Gymunedol Llanberis, Llanberis, Gwynedd, LL55 4UR
Gogledd Gwynedd	Dydd Mercher - 13.09.23	2yh	Y Ganolfan Rheolaeth, Ffordd y Coleg, Bangor, Gwynedd, LL57 2DG
Gogledd Gwynedd	Dydd Mercher - 13.09.23	7yh	Y Ganolfan Rheolaeth, Ffordd y Coleg, Bangor, Gwynedd, LL57 2DG
Ynys Môn	Dydd Iau - 14.09.23	2yh	Canolfan Ebenseser, Stryd y Bont, Llangefni, Ynys Môn, LL77 7PN
Ynys Môn	Dydd Iau - 14.09.23	7yh	Canolfan Gymunedol David Hughes, Cadnant Ct, Beaumaris, Ynys Môn, LL58 8AL

**Y LLE I AWN
YR AMSER AWN
Y SGILIAU AWN**
EICH GWASANAETH TÂN AC ACHUB CHI

Mae'r ddogfen hon ar gael yn Saesneg

Website front page

The screenshot shows the Welsh language version of the website. At the top left is the Fire and Rescue Service logo. The top navigation bar includes a phone icon with the number 01745 535 250, a 'Contact Us' button, a 'Cymraeg' language selector, an 'Accessibility' link, a search icon, and a BSL logo. The main menu contains 'Home', 'About Us', 'Keeping You Safe', 'Fire and Rescue Authority', 'Contact Us', and 'News'. The main banner features a map of Wales with the headline 'Emergency Cover Review - Have your say' and a sub-headline: 'Your fire and rescue service – right place, right time, right skills' - our public consultation on emergency fire and rescue service cover has now CLOSED. A red button says 'Find out more >'. On the right side of the banner are social media icons for Twitter, Facebook, YouTube, and Instagram. Below the banner are three featured articles: 'Could you be an On-Call Firefighter?' with a firefighter's photo, 'Advice for landowners - call before you burn' with a fire image, and 'Fire safety in the home' with a fire safety sign image.

The screenshot shows the English language version of the website. The top left logo is the same. The top navigation bar includes the phone number 01745 535 250, 'Contact Us', an 'English' language selector, 'Accessibility', a search icon, and a BSL logo. The main menu contains 'Hafan', 'Amdanom Ni', 'Eich Cadw Chi'n Ddiogel', 'Awdurdod Tân ac Achub', 'Cysylltu â Ni', and 'Newyddion'. The main banner features the same map of Wales with the headline 'Adolygiad Darpariaeth Brys - Dweud eich Dweud' and a sub-headline: 'Eich gwasaeth tân ac achub chi – y lle iawn, yr amser iawn, y sgiliau iawn' - Mae'r ymgynghoriad cyhoeddus ar Adolygiad o'r Ddarpariaeth Brys nawr AR GYMRAG. A red button says 'Cael gwybod mwy >'. On the right side of the banner are social media icons for Twitter, Facebook, YouTube, and Instagram. Below the banner are three featured articles: 'Allech chi fod yn Ddiffoddwr Tân Ar-' with a firefighter's photo, 'Cyngor i dirfeddianwyr -' with a fire image, and 'Diogelwch Tân yn y' with a fire safety sign image.

Example social media posts and graphics



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · July 21 ·

Today sees the launch of our public consultation on the future provision of emergency cover services in North Wales.

Tell us what YOU think - for more information and to complete our questionnaire visit our website here <https://ow.ly/B7Mt50PheTt>

Paper copies and easy read information also available - call or text us on 07787 578 386 / email EmergencyCoverReview@northwalesfire.gov.wales.

Open until midnight on 22 September 2023.

You can also attend one of the consultation events to provide feedback - details on our website <https://ow.ly/KNYs50PheTs> #RightPlaceRightTimeRightSkills

Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS

North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · July 21 ·

Heddiw rydym yn lansio ein hymgyngoriad cyhoeddus ar ddyfodol ein darpariaeth brys yng Ngogledd Cymru.

Dweud eich dweud - Am fwy o wybodaeth ag i gwblhau ein holiadur ewch i'n gwefan <https://ow.ly/MOXb50PPhIH>

Mae copïau papur a hawdd i'w ddarllen ar gael hefyd - ffoniwch neu tecstiwch ni ar 07787 578 386 / e-bost adolgyiaddarpariaethbrys@tangogleddcymru.llyw.cymru

Ar agor tan hanner nos Dydd Gwener 22ain o Fedi, 2023.

Neu dewch draw i un o'n digwyddiadau ymgysylltu efo'r gymuned i roi eich adborth - manylion ar y wefan <https://ow.ly/MOXb50PPhIH> #LleIawnAmserIawnSgiliauIawn

Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub
Gogledd Cymru



July 21 · 🌐

YMGYNGHORIAD: Eich Gwasanaeth Tan ac Achub chi – y lle iawn, yr amser iawn, y sgiliau iawn 🇬🇧

Mae ein ymgynghoriad ar ddyfodol ein darpariaeth gwasanaeth brys ar agor tan hanner nos 22 Medi 2023.

I gymryd rhan: ewch i'n gwefan am fwy o wybodaeth ac i gwblhau ein holiadur 🙌
<https://ow.ly/xl8350Pi4mJ> ✓

Mae copiâu papur a hawdd i'w ddarllen ar gael hefyd:

Ffoniwch /tecstiwch ni ar 07787 578 386

E-bost: adolygiaddarpariaethbrys@tangogleddcymru.llyw.cymru

Neu dewch draw i un o'n digwyddiadau ymgynghori i roi eich adborth – manylion ar y wefan 🙌 <https://ow.ly/zTCr50Pi4gl> ✓

[#LlelawnAmserIawnSgiliaulawn](#)

CONSULTATION: Your fire and rescue service – right place, right time, right skills 🇬🇧

Our consultation on the future provision of emergency cover services in North Wales is open, and closes on midnight on 22 September 2023.

To take part: visit our website for more information and to complete our questionnaire 🙌 <https://ow.ly/rBFK50Pi4rk> ✓

Paper copies and easy read information also available:

Call / text us on 07787 578 386

Email: EmergencyCoverReview@northwalesfire.gov.wales

Or attend one of the consultation events to provide feedback – details on our website 🙌 <https://ow.ly/L38A50Pi4be> ✓

[#RightPlaceRightTimeRightSkills](#)



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · August 11 ·

CONSULTATION - Would you like to learn more about our consultation on the future provision of emergency cover in North Wales?

Come and talk to us at one of our engagement events being held across North Wales

We will be in Cerrigydrudion and Wrexham NEXT WEEK

To find out more / have your say → <https://ow.ly/ZQeX50PvITA>

#RightPlaceRightTimeRightSkills

Emergency Cover Review Community Engagements Events

Refreshments and translation services available in all the sessions.

All venues are accessible.



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Location	Date	Time	Address
Conwy	Tuesday - 15.08.23	7pm	Parish Room, Cerrigydrudion, Conwy, LL21 9SR
Wrexham	Wednesday - 16.08.23	2pm	Tŷ Pawb, Market St, Wrexham, LL13 8BB
Wrexham	Wednesday - 16.08.23	7pm	Tŷ Pawb, Market St, Wrexham, LL13 8BB
Flintshire	Tuesday - 29.08.23	2pm	Deeside Leisure Centre, Chester Rd W, Queensferry, Deeside, CH5 1SA
Flintshire	Tuesday - 29.08.23	7pm	Deeside Leisure Centre, Chester Rd W, Queensferry, Deeside, CH5 1SA
South Gwynedd	Wednesday - 30.08.23	2pm	The Free Library, Mill Street, Dolgellau, Gwynedd, LL40 1EY
North Gwynedd	Wednesday - 30.08.23	7pm	Neuadd Abersoch, Lon Gwydryn, Abersoch, Pwllheli, Gwynedd, LL53 7EA
Online	Tuesday - 05.09.23	2pm	Link to follow
Online	Tuesday - 05.09.23	7pm	Link to follow
Denbighshire	Wednesday - 06.08.23	2pm	Rhyl Rugby Club, Tynewydd Fields, Tynewydd Rd, Rhyl, Sir Denbighshire, LL18 4AQ
Denbighshire	Wednesday - 06.08.23	7pm	The Old Courthouse, St Peter's Square, Ruthin, Denbighshire, LL15 1AA
Conwy	Thursday - 07.09.23	2pm	St Mary's Church Hall, Conwy, LL32 8LD
North Gwynedd	Thursday - 07.09.23	7pm	Llanberis Community Centre, Llanberis, Gwynedd, LL55 4UR
North Gwynedd	Wednesday - 13.09.23	2pm	The Management Centre, College Rd, Bangor, Gwynedd, LL57 2DG
North Gwynedd	Wednesday - 13.09.23	7pm	The Management Centre, College Rd, Bangor, Gwynedd, LL57 2DG
Ynys Môn	Thursday - 14.08.23	2pm	Canolfan Ebeneser, Bridge St, Ullanfeini, Ynys Môn, LL77 7PN
Ynys Môn	Thursday - 14.08.23	7pm	David Hughes Community Centre, Cadnant Ct, Beaumaris, Ynys Môn, LL58 8AL

YOUR FIRE AND RESCUE SERVICE
**RIGHT PLACE
RIGHT TIME
RIGHT SKILLS**

Mae'r ddogfen hon ar gael yn Gymraeg



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · August 11 ·

YMGYNGHORIAD: Hoffwch chi ddysgu mwy am ein hymgyngoriad ar ddyfodol ein darpariaeth brys yng ngogledd Cymru?

Dewch i siarad efo ni yn un o'n digwyddiadau cymunedol ar draws Gogledd Cymru

Byddem yng Ngherrigydrudion a Wrecsam WYTHNOS NESAF

I gael gwybod mwy / dweud eich dweud: → <https://ow.ly/o2xx50PvKmg>

#LleIawnAmserIawnSgiliauIawn

Adolygiad Darpariaeth Brys Digwyddiadau i ymgysylltu efo'r gymuned

Mae luniaeth a gwasanaethau cyfieithu ar gael yn yr holl sesiynau.

Mae pob lleoliad yn hygyrch.



Gwasanaeth Tân ac Achub
Fire and Rescue Service

Lleoliad	Dyddiad	Amser	Cyfeiriad
Conwy	Dydd Mawrth - 15.08.23	7yh	Yr Ystafell Blyf, Cerrigydrudion, Conwy, LL21 9SR
Wrecsam	Dydd Mercher - 16.08.23	2yh	Tŷ Pawb, Stryt y Farchnad, Wrecsam, LL13 8BB
Wrecsam	Dydd Mercher - 16.08.23	7yh	Tŷ Pawb, Stryt y Farchnad, Wrecsam, LL13 8BB
Sir y Flint	Dydd Mawrth - 29.08.23	2yh	Canolfan Hamdden Glannau Dyfrdwy, Gorllewin Ffordd Caer, Queensferry, Sir y Flint, CH5 1SA
Sir y Flint	Dydd Mawrth - 29.08.23	7yh	Canolfan Hamdden Glannau Dyfrdwy, Gorllewin Ffordd Caer, Queensferry, Sir y Flint, CH5 1SA
De Gwynedd	Dydd Mercher - 30.08.23	2yh	Darllefio Rydd Dolgellau, Wtror Felin, Dolgellau, Gwynedd, LL40 1EY
Gogledd Gwynedd	Dydd Mercher - 30.08.23	7yh	Neuadd Abersoch, Lon Gwydryn, Abersoch, Pwllheli, Gwynedd, LL53 7EA
Ar-lein	Dydd Mawrth - 05.09.23	2yh	Dolen i dilyn
Ar-lein	Dydd Mawrth - 05.09.23	7yh	Dolen i dilyn
Sir Ddinbych	Dydd Mercher - 06.08.23	2yh	Chwb Rygbi Y Rhyf, Tynewydd Fields, Tynewydd Rd, Y Rhyf, Sir Ddinbych, LL18 4AQ
Sir Ddinbych	Dydd Mercher - 06.08.23	7yh	Yr Hen Lys, Sgwâr Sant Pêdr, Rhuthun, Sir Ddinbych, LL15 1AA
Conwy	Dydd Iau - 07.09.23	2yh	St Mary's Church Hall, Conwy, LL32 8LD
Gogledd Gwynedd	Dydd Iau - 07.09.23	7yh	Canolfan Gymunedol Llanberis, Llanberis, Gwynedd, LL55 4UR
Gogledd Gwynedd	Dydd Mercher - 13.09.23	2yh	Y Ganolfan Rheolaeth, Ffordd y Coleg, Bangor, Gwynedd, LL57 2DG
Gogledd Gwynedd	Dydd Mercher - 13.09.23	7yh	Y Ganolfan Rheolaeth, Ffordd y Coleg, Bangor, Gwynedd, LL57 2DG
Ynys Môn	Dydd Iau - 14.08.23	2yh	Canolfan Ebeneser, Stryd y Bant, Ullanfeini, Ynys Môn, LL77 7PN
Ynys Môn	Dydd Iau - 14.08.23	7yh	Canolfan Gymunedol David Hughes, Cadnant Ct, Beaumaris, Ynys Môn, LL58 8AL

**Y LLE IAWN
YR AMSER IAWN
Y SGILIAU IAWN**
EICH GWASANAETH TÂN AC ACHUB CH

Mae'r ddogfen hon ar gael yn Gymraeg

Published by Hootsuite - September 14 at 9:00 AM

HAVE YOUR SAY

Would you like to learn more about our consultation on the future provision of emergency cover in N Wales? Sessions in Beaumaris and Llangefni TODAY

Beaumaris & Llangefni

14.09.23

2pm & 7pm

<https://ow.ly/mbJJ50PHI3j>

#RightPlaceRightTimeRightSkills

Published by Hootsuite - September 14 at 9:00 AM

DWEUD EICH DWEUD

Hoffwch chi ddysgu mwy am ein hymgyngoriad ar ddyfodol ein darpariaeth brys yng ngogledd Cymru? Rydym yn cynnal sesiynau HEDDIW yn Llangefni a Biwmares

Llangefni a Biwmares

14.09.23

2PM & 7pm

<https://ow.ly/mbJJ50PHI3j>

#LleIawnAmserIawnSgiliauIawn



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 22 at 12:00 PM ·

CONSULTATION: Your fire and rescue service – right place, right time, right skills

We want to ensure we can be here for you when you need us, now and in the future – your view is important.

Have you had your say yet?

Seeing our communities attending our events and giving feedback in various forms has been amazing.

Please remember that if you sign a local petition, you still need to complete our consultation questionnaire to formally record your views and tell us more about your thoughts.

Our consultation on the future provision of emergency cover services in North Wales is open now until midnight on 30 September.

Complete our questionnaire / find out more <https://ow.ly/JUsGS0PHvh8>

#RightPlaceRightTimeRightSkills



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 22 at 12:00 PM ·

YMGYNGHORIAD: Eich gwasanaeth tân ac achub chi – lle iawn, amser iawn, sgiliau iawn

Rydym am sicrhau y gallwn fod yma i chi pan fyddwch ein hangen, nawr ac yn y dyfodol – mae eich barn yn bwysig.

Ydych chi wedi dweud eich dweud eto?

Mae gweld ein cymunedau yn mynychu ein digwyddiadau a rhoi adborth mewn gwahanol ffurfiau wedi bod yn anhygoel.

Cofiwch, os byddwch yn llofnodi deiseb leol, mae dal angen i chi gwblhau ein holiadur ymgynghori i gofnodi eich barn yn ffurfiol a dweud mwy wrthym.

Mae ein hymgyngoriad ar ddarpariaeth gwasanaethau brys yn y dyfodol yng Ngogledd Cymru ar agor nawr tan hanner nos ar 30 Medi.

Cwblhewch yr holiadur / rhagor o wybodaeth <https://ow.ly/efb50PHvpC>

#LleIawnAmserIawnSgiliauIawn





North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru

Published by Hootsuite - September 18 at 3:01 PM

CONSULTATION

We have EXTENDED our deadline so you now have more time to tell us what YOU think.

Read our press release ow.ly/AvcA50PLv2r See more

Dyddiad cau'r ymgynghoriad wedi'i **ymestyn**

Medi 30 September

Consultation deadline date **extended**

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru

Published by Hootsuite - September 18 at 3:01 PM

Rydym wedi YMESTYN ein dyddiad cau felly mae gennych chi fwy o amser nawr i roi eich barn CHI.

Darllenwch ein datganiad i'r wasg <https://ow.ly/QfjA50PLv9g>

I gymryd rhan <https://ow.ly/9NoX50PLv9h>

#LlelawnAmserlawnSgiliaulawn

Dyddiad cau'r ymgynghoriad wedi'i **ymestyn**

Medi 30 September

Consultation deadline date **extended**

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 25 at 11:28 AM · 🌐

YMGYNGHORIAD

Diolch i bawb sydd wedi cymryd rhan hyd yn hyn. Rydyn ni wedi YMESTYN ein dyddiad cau tan dydd Sadwrn yma felly mae gennych chi fwy o amser i ddweud eich dweud. Rydym wedi sylwi ar gyfradd ymateb is gan bobl sy'n byw yn Sir y Fflint – peidiwch â cholli'r cyfle hwn i ddweud eich barn wrthym am ein cynlluniau ar gyfer y dyfodol 🙌 <https://ow.ly/q6Hq50PHvx5> ✓

#LlelawnAmserlawnSgiliaulawn

CONSULTATION

Thanks to everyone who has taken part so far. We have EXTENDED our deadline until this Saturday, so you now have more time to tell us what YOU think. We have noticed a lower response rate from people living in Flintshire – please don't miss this opportunity to tell us your views about our future plans 🙌 <https://ow.ly/ppWW50PHvBH> ✓ #RightPlaceRightTimeRightSkills



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 25 at 11:28 AM · 🌐

YMGYNGHORIAD

Diolch i bawb sydd wedi cymryd rhan hyd yn hyn. Rydyn ni wedi YMESTYN ein dyddiad cau tan dydd Sadwrn yma felly mae gennych chi fwy o amser i ddweud eich dweud. Rydym wedi sylwi ar gyfradd ymateb is gan bobl sy'n byw yn Sir y Fflint – peidiwch â cholli'r cyfle hwn i ddweud eich barn wrthym am ein cynlluniau ar gyfer y dyfodol 🙌 <https://ow.ly/q6Hq50PHvx5> ✓

#LlelawnAmserlawnSgiliaulawn

CONSULTATION

Thanks to everyone who has taken part so far. We have EXTENDED our deadline until this Saturday, so you now have more time to tell us what YOU think. We have noticed a lower response rate from people living in Flintshire – please don't miss this opportunity to tell us your views about our future plans 🙌 <https://ow.ly/ppWW50PHvBH> ✓ #RightPlaceRightTimeRightSkills





North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 23 at 11:00 AM ·

CONSULTATION: Our consultation closes at midnight one week from ¹⁴ today! Thanks to everyone who has taken the time to respond so far. Make sure to tell us what you think is important. To complete the questionnaire and find out more <https://ow.ly/ppWW50PHvBH> [#RightPlaceRightTimeRightSkills](#)

Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · September 23 at 11:00 AM ·

YMGYNGHORIAD: Mae ein hymgyngoriad yn cau wythnos i heddiw ! Diolch i bawb sydd ymateb hyd yn hyn. Cwblhewch yr holiadur a dewch o hyd i fwy o wybodaeth ar ein gwefan - mae eich barn yn bwysig <https://ow.ly/q6Hq50PHvx5> [#LleIawnAmserlawnSgiliaulawn](#)

Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · 5d · 🌐

CONSULTATION: Our consultation closes TOMORROW 🗓️! Thanks to everyone who has taken the time to respond so far. Complete the questionnaire and get more information on our website – what you think is important <https://ow.ly/ppWW50PHvBH> ✓️ #RightPlaceRightTimeRightSkills



Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · 6d · 🌐

YMGYNGHORIAD: Mae ein hymgyngoriad yn cau YFORY 🗓️! Diolch i bawb sydd ymateb hyd yn hyn. Cwblhewch yr holiadur a dewch o hyd i fwy o wybodaeth ar ein gwefan - mae eich barn yn bwysig <https://ow.ly/q6Hq50PHvx5> #LlelawnAmserlawnSgiliaulawn



Dweud eich dweud
Have your say

Y LLE AWN YOUR FIRE AND RESCUE SERVICE
YR AMSER AWN RIGHT PLACE
Y SGILIAU AWN RIGHT TIME
EICH GWASANAETH TÂN AC ACHUB CHI RIGHT SKILLS



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · 4d ·

Thanks to everyone who took part in our public consultation on emergency fire and rescue service cover in North Wales. The consultation has now closed. You can find out more about the next steps we will be taking here <https://ow.ly/m3pC50PRBcb>



North Wales Fire and Rescue Service / Gwasanaeth Tân ac Achub Gogledd Cymru ...

Published by Hootsuite · 5d ·

Diolch i bawb a gymerodd ran yn ein hymgyngoriad cyhoeddus ar wasanaeth tân ac achub brys yng Ngogledd Cymru. Mae'r ymgynghoriad bellach wedi cau. Gallwch ddarganfod mwy am y camau nesaf y byddwn yn eu cymryd yma <https://ow.ly/URFJ50PRBbG> #LleIawnAmserIawnSgiliauIawn



Example Videos from staff encouraging people to take part in consultation.

- Thank you for taking part – lower response rate in Flintshire so have your say – Jami Jennings

[\(3\) Facebook](#)

- General thank you and consultation extended - Anthony Jones (English)

[\(3\) Facebook](#)

- General thank you and consultation extended – Dave Hughes (Welsh)

[\(3\) Facebook](#)

- Please continue to engage with consultation - consultation events - online event tomorrow -Anthony Jones (English)

[\(3\) Facebook](#)

- Please continue to engage with consultation - consultation events - online event tomorrow -Anthony Jones (Welsh)

[\(3\) Facebook](#)

- Half way through the public consultation – thanks for taking part – attend our consultation events DCFO Stewart Forshaw (English)

[\(3\) Facebook](#)

- Half way through the public consultation – thanks for taking part – attend our consultation events -Dave Hughes (Welsh)

[\(3\) Facebook](#)

North Wales Fire and Rescue Service

Emergency Cover Review

Your Fire and Rescue Service – right time, right place, right skills

Consultation Report

Annex 3 – Technical Annex

This document provides a summary of publicity, media and social media coverage through the consultation period. Further information is available on request.

Publicity of the consultation

Type of publicity	Engagement
Advertisements were placed in local papers – The Rhyl Journal; The Free Press; North Wales Pioneer	
Digital advertising campaign in The Rhyl Journal; The Free Press; North Wales Pioneer; North Wales Chronicle	Campaign metrics Impressions 118,196 (66,180 Facebook; 52,106 Newsquest Display) Clicks 389 (344 Facebook; 45 Newsquest Display) CTR 0.33% (0.52% Facebook; 0.09 Newsquest Display) Response per 10K impressions 32.91 (51.98 Facebook; 8.65 Newsquest Display)
Letter to database of contacts at launch (21 st July)	English database:- <ul style="list-style-type: none"> • 1,383 contacts. • Email delivered to 88.9% of email addresses • 42% unique accounts opened the email • 17% unique people clicked through a link to read more • Email bulletin opened 2,097 times in total Welsh database:- <ul style="list-style-type: none"> • 1,398 contacts • Email delivered to 88.8% • 30% unique accounts opened the email • 2% unique people clicked through a link to read more • Email bulletin opened 1,125 times in total

<p>Hard copies of Emergency Cover Review consultation leaflets, booklets and questionnaires were distributed by the local partnership managers at various venues/locations. Flyers were also left at every house that had a safe and well check during the consultation period.</p>	<p>West Londis and GP surgery in Y Felinheli; Londis Bethesda; The shop in Penrhosgarnedd; Fairbourne post Office and corner shop; Job Centre and Information Centre Dolgellau; Caffi Pentref Llanfechell; Corner shop and Post Office Llanfechell; Marchnad Anifeiliad Gaerwen; Siop bach/ Swyddfa Bost Gaerwen; Siop Bentref Brynsiencyn; Siop Bentref Niwbwrch; Siop /Swyddfa Bost Cemaes; Caffi traeth Cemaes; Caffi Bach Amlwch wrth y Farchnad; Siop/Swyddfa Bost Amlwch; Siop/Swyddfa Bost Llannerchymedd; Caffi Rheilffordd Llannerchymedd; Garage Pentraeth Automotive; Cartref yr Henoed Brynsiencyn.</p> <p>Central Cartrefi Conwy Big day out Eirias Park – 500 tenants attended; Cartrefi Conwy Big Day Out Llandudno Rugby Club – 500 tenants attended; Cost of living event with Adferiad, Eirias Park; Merchad ŷ Wawr Llanrwst; Tan ŷ Fron information day – 46 apartments; Paned a Sgwrs, Capel Llansannan 12-20 people</p> <p><i>Denbighshire</i> Constitutional Club, Prestatyn; Chang Wing Chinese, Coast Road, Rhyl; Gamlins Law, Morfa Hall, Bath Street, Rhyl; North Wales Women’s Centre, Water Street, Rhyl</p> <p><i>Conwy</i> North Wales Medical Trust, Tyldsley House, Llandudno; Llandudno Junction Memorial Hall, Penrhos Avenue, Llandudno Junction; Bodnant Gardens, Bodnant Road, Colwyn Bay; Gwynedd; Bangor University (Sports centre & students union) Penrhyn Hall, Bangor</p> <p>East <i>Wrexham</i> B&Q, Berse Road; Ethnic Minorities and Youth Support Team Wales, Eagles Meadow, Wrexham; Hope Medical Centre; Kowloon House Chinese, Caergwrle; Moneypenny, Western Gateway; Overton Ferdi Convenience Store; Overton High Street Shop / Post Office; Overton Medical Centre; Overton St Marys Church; Penley Stores / Post Office; Penley Rainbow Centre; Wrexham University (Reception, Student Union, Mold Road Campus & Sports Centre); Wrexham Islamic Centre / Wrexham Mosque; Waterworld Leisure Centre; Total Fitness, Stansty Road; Tŷ Mawr County Park, Cefn Mawr; Tŷ Pawb</p> <p><i>Flintshire</i> Deeside Leisure Centre; College Cambria (Deeside Campus); Sandy Lane Community Centre, Saltney; Boot & Ship Holywell (Holywell Dementia & Older Peoples Group); Newcis and Telecar;</p>
<p>Facebook targeting of people living in Flintshire</p>	<p>The advert reached 37,682 (number of accounts that saw the ad at least once); The impressions were 53,192 (number of times the ad was on screen); Each account saw the ad on average 1.41 times; 52% were men and 46% were women.</p>
<p>Following the consultation extension - letter sent to database of contacts to let subscribers know the deadline had been extended (14th September)</p>	<p>English database:-</p> <ul style="list-style-type: none"> • 1,358 contacts. • Email delivered to 90.4% of email addresses • 31% unique accounts opened the email

	<ul style="list-style-type: none"> • 3% unique people clicked through a link to read more • Email bulletin opened 1,023 times in total <p>Welsh database:-</p> <ul style="list-style-type: none"> • 1,367 contacts • Email delivered to 90.2% • 33% unique accounts opened the email • 2% unique people clicked through a link to read more • Email bulletin opened 859 times in total
--	---

Videos

YouTube – this is the video that was shown at all public engagement events as well as on the website	<p>Number of views (including website views)</p> <p>English Video – 82 views</p> <p>Welsh Video – 33 views</p>
Facebook	<p>Jami Jennings - encourage participation in Flintshire: 640 views (played for at least 3 seconds), 225 views (played for at least 15 seconds)</p> <p>Dave Hughes - thank people for taking part, letting people know about extended deadline: 417 views (played for at least 3 seconds), 109 views (played for at least 15 seconds)</p> <p>Ant Jones - thank people for taking part, letting people know about extended deadline: 450 views (played for at least 3 seconds), 113 views (played for at least 15 seconds)</p> <p>Ant Jones - advertise online event: 662 views (played for at least 3 seconds), 120 views (played for at least 15 seconds)</p> <p>Dave Hughes - advertise online event: 840 views (played for at least 3 seconds), 139 views (played for at least 15 seconds)</p> <p>Dave Hughes - general messaging and advertise Abersoch event: 819 views (played for at least 3 seconds), 300 views (played for at least 15 seconds)</p> <p>Stewart Forshaw (DCFO) - general messaging and advertise Abersoch event: 473 views (played for at least 3 seconds), 153 views (played for at least 15 seconds)</p>
X (formerly Twitter)	<p>Jami Jennings – encourage participation in Flintshire (Welsh): 359 views</p> <p>Jami Jennings – encourage participation in Flintshire (English): 2,359 views</p> <p>Ant Jones – thank people for taking part; letting people know about extended deadline: 301 views</p> <p>Dave Hughes – thank people for taking part; letting people know about the extended deadline: 273 views</p> <p>Dave Hughes – advertise online event: 1,683 views</p> <p>Ant Jones – advertise online event: 4,266 views</p> <p>Dave Hughes – general messaging and advertise Abersoch event: 744 views</p> <p>Stewart Foreshaw – general messaging and advertise Abersoch event: 1,339 views</p>

Website Analytics

37,222 users visited the North Wales Fire and Rescue Service website between 21/7/23 and 26/9/23. Between 1/4/23 and 30/6/23 the website had 31,104 users.

Webpage	Number of users accessing 21/7/23 – 26/9/23
/about us/emergency-cover-review – have-your-say/	5,184
/about us/emergency-cover-review – have-your-say/how-to-take-part/	3,149
/about us/emergency-cover-review – have-your-say/your-fire-and-rescue-service-right-place-right-time-right-skills/	1,543
/about us/emergency-cover-review – have-your-say/what-option-are-we-consulting-on-what-do-they-mean-for-our-communities – and-staff/option-1/	890

Facebook

Summary of North Wales Fire and Rescue Facebook page activity during September (whilst there have been some posts regarding fire safety messages during this period the majority of posts have been regarding the consultation and public engagement events.	84 new followers 1,247 reactions to posts 189 comments 412 shares of posts 2,791 people have viewed photos 602 clicked on a link
Facebook post extending the deadline	Reached over 7,000 Almost 300 engaged with the post

Media coverage

Date	Headline	Source	Language	Reach	Desktop Reach	Mobile Reach	Sentiment
18-Sep-2023 09:05AM	Mass rally date set over fire cuts plan	The Leader (Wrexham)	English	3495	0	0	Positive
18-Sep-2023 05:32AM	Firefighters and supporters to hold mass rally in Wrexham to 'Save our Fire Service'	Wrexham.com	English	89058	15969	73089	Neutral
17-Sep-2023 11:05PM	Concerns expressed over possible closures of fire stations in Gwynedd	Herald Wales	English	23542	8279	15263	Neutral
15-Sep-2023 02:05PM	'Cut top brass jobs before shutting any fire stations'	Daily Post (North Wales)	English	19842	0	0	Neutral
15-Sep-2023 12:15PM	Mass rally organised to oppose fire service cuts across north of Wales	Nation.Cymru	English	476682	42127	434555	Negative
15-Sep-2023 09:05AM	'Cut top brass jobs before shutting any fire stations'	Daily Post (North Wales)	English	19842	0	0	Neutral
15-Sep-2023 05:15AM	Shutting fire stations in North Wales tourist hotspots would be 'huge loss'	Daily Post	English	1958874	174090	1784784	Neutral
15-Sep-2023 05:13AM	Consultation extended over controversial plans to reduce emergency fire service provision in Wrexham	Wrexham.com	English	89058	15969	73089	Neutral
13-Sep-2023 09:05AM	Petition launched to save five fire stations and jobs	Cambrian News (South)	English	13295	0	0	Neutral
13-Sep-2023 09:05AM	FIRE STATION PETITION PUSH	Rhyl Journal	English	26178	0	0	Neutral
12-Sep-2023 09:05AM	Peaceful protest over fire cuts plan	The Leader (Flintshire)	English	7000	0	0	Neutral
09-Sep-2023 12:04PM	Controversial proposals to reduce emergency firefighter cover in Wrexham slammed by MP	Wrexham.com	English	89058	15969	73089	Negative
08-Sep-2023 11:30AM	Firefighter launches petition to ensure Rhyl station stays open 24/7	Rhyl Journal	English	199318	23701	175617	Neutral
06-Sep-2023 09:10AM	MP's fears over Fire Authority proposals	The Leader (Wrexham)	English	3495	0	0	Negative
06-Sep-2023 09:10AM	My View	The Leader (Wrexham)	English	3495	0	0	Negative
06-Sep-2023 06:20AM	Just over 750 have their say on controversial cuts to fire service provision	Wrexham.com	English	57955	12095	45860	Neutral
05-Sep-2023 02:33PM	Petition launched to save five fire stations and jobs	Cambrian News	English	110593	17249	93344	Neutral
05-Sep-2023 09:10AM	My View	The Leader (Wrexham)	English	3495	0	0	Neutral
04-Sep-2023 01:18PM	Cadw gorsafoedd tân mewn ardaloedd gwledig yn "hanfodol"	Golwg 360 - Newyddion	Welsh	4561	1045	3516	Neutral
04-Sep-2023 10:47AM	Petition launched to save fire stations	Nation.Cymru	English	376581	41610	334971	Neutral
01-Sep-2023 01:00PM	Slamming consultation proposals to cut Wrexham's Fire and Rescue Service	Sarah Atherton MP	English	174	174	0	Neutral

01-Sep-2023 09:05AM	Fire service calls views	The Leader (Wrexham)	English	3495	0	0	Positive
22-Aug-2023 09:05AM	Under fire over cuts proposal	The Leader (Wrexham)	English	3495	0	0	Negative
22-Aug-2023 09:05AM	Petition launched to support fire station	The Leader (Flintshire)	English	7000	0	0	Negative
19-Aug-2023 09:05AM	Members gear up to fight devastating cuts	Firefighter	English	100000			Negative
16-Aug-2023 07:14AM	Wrexham Council to discuss 'completely unacceptable' plans to cut local fire provision	Wrexham.com	English	57955	12095	45860	Neutral
15-Aug-2023 09:05AM	My View	The Leader (Wrexham)	English	3495			Neutral
09-Aug-2023 09:05AM	Future of fire cover in Gwynedd raises concerns in communities	Cambrian News (South)	English	13295			Positive
08-Aug-2023 09:05AM	My View	The Leader (Wrexham)	English	3495	0	0	Neutral
06-Aug-2023 07:46PM	Community council opposes plan to cut Wreccsam's second fire engine	Blogs	English	0	0	0	Negative
05-Aug-2023 11:23AM	Community council urges retention of emergency cover amid potential cuts to fire service	Wrexham.com	English	57913	10956	46957	Neutral
02-Aug-2023 09:10AM	Fire changes plan petition gathers pace	The Leader (Wrexham)	English	3495	0	0	Neutral
01-Aug-2023 09:22AM	Petition opposing fire service cuts in Wrexham gathers pace	The Leader	English	509880	54977	454903	Neutral
01-Aug-2023 09:22AM	Petition to save Wrexham's second full-time appliance	The Leader	English	509880	54977	454903	Neutral
01-Aug-2023 09:10AM	My View	The Leader (Wrexham)	English	3495	0	0	Positive
31-Jul-2023 03:03PM	Firefighter cuts continue to be questioned in Wrexham	The Leader	English	509880	54977	454903	Negative
31-Jul-2023 12:34PM	Public urged to have their say on fire plans that could see stations closed	Cambrian News	English	118147	18783	99364	Negative
31-Jul-2023 09:10AM	Share your views on fire service shake-up	The Leader (Wrexham)	English	3495	0	0	Neutral
31-Jul-2023 12:00AM	Closing Anglesey fire station will create 'added pressure' on services in Bangor	Herald Wales	English	19287	7306	11981	Neutral
28-Jul-2023 03:07PM	"Problemau rheolaethol o fewn y gwasanaeth tân"	Blogs	Welsh	0	0	0	Neutral
28-Jul-2023 12:40PM	Fire service consultation: Wrexham residents urged to have say	The Leader	English	509880	54977	454903	Neutral

Twitter coverage

Date	Source	Language	Reach	Sentiment
15-Sep-2023 09:16AM	X (formerly Twitter)	English	193	Neutral
11-Sep-2023 11:09AM	X (formerly Twitter)	English	19	Neutral
09-Sep-2023 09:55AM	X (formerly Twitter)	English	3941	Positive
07-Sep-2023 09:20AM	X (formerly Twitter)	English	23921	Neutral
01-Sep-2023 08:22AM	X (formerly Twitter)	English	623	Neutral
25-Aug-2023 01:31PM	X (formerly Twitter)	English	7	Positive
23-Aug-2023 09:58PM	X (formerly Twitter)	English	9291	Neutral
22-Aug-2023 08:47PM	X (formerly Twitter)	English	2164	Neutral
22-Aug-2023 06:30PM	X (formerly Twitter)	English	456	Neutral
22-Aug-2023 06:03PM	X (formerly Twitter)	English	595	Neutral
22-Aug-2023 03:54PM	X (formerly Twitter)	English	595	Positive
20-Aug-2023 11:58AM	X (formerly Twitter)	English	3098	Negative
15-Aug-2023 01:42PM	X (formerly Twitter)	English	2145	Neutral
15-Aug-2023 11:15AM	X (formerly Twitter)	English	2321	Neutral
15-Aug-2023 10:16AM	X (formerly Twitter)	English	1155	Neutral
15-Aug-2023 07:42AM	X (formerly Twitter)	English	199	Neutral
14-Aug-2023 09:17PM	X (formerly Twitter)	English	23918	Neutral
14-Aug-2023 02:31PM	X (formerly Twitter)	English	251	Neutral
14-Aug-2023 10:39AM	X (formerly Twitter)	English	158	Neutral
13-Aug-2023 09:58PM	X (formerly Twitter)	English	161	Neutral
09-Aug-2023 09:54PM	X (formerly Twitter)	English	1573	Neutral
09-Aug-2023 08:53PM	X (formerly Twitter)	English	3936	Positive
09-Aug-2023 09:32AM	X (formerly Twitter)	English	2251	Neutral
07-Aug-2023 07:00AM	X (formerly Twitter)	English	27866	Neutral
04-Aug-2023 09:09PM	X (formerly Twitter)	English	14	Neutral
04-Aug-2023 07:34AM	X (formerly Twitter)	English	244	Positive
02-Aug-2023 10:34PM	X (formerly Twitter)	English	244	Negative
02-Aug-2023 02:48PM	X (formerly Twitter)	English	1305	Neutral
31-Jul-2023 08:16PM	X (formerly Twitter)	English	3485	Neutral