

# ***FIVE YEAR INTEGRATED RISK MANAGEMENT PLAN 2010/11 - 2015/16***

## **Action Plan 2012/13**

**ROYAL BERKSHIRE  
FIRE AUTHORITY**

***PREVENTING PROTECTING RESPONDING***

Front page photo taken during Swinley Forest fire  
© Forestry Commission/Royal Berkshire Fire and Rescue Service

# Annual Action Plan: 2012/13

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यदि आप यह जानकारी हिन्दी में चाहते हैं तो कृपया हमारा संपर्क करें  
જો તમને આ માહિતી ગુજરાતી માં જોઈતી હોય તો મહેરબानी કરી અમારો સંપર્ક કરો  
Jeśli wymagasz tej informacji po POLSKU, proszę się z nami skontaktować  
ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ  
اگر آپ کو یہ معلومات اردو میں درکار ہوں، تو ہم سے رابطہ کیجئے

## Chairman's Foreword

This plan highlights the key actions that Royal Berkshire Fire and Rescue Service will be taking to ensure we continue to provide a good service for the public in Berkshire. You can see in pages 11 to 19 what we have been doing and, in pages 20 to 22, what we will be concentrating on in the coming year.

At a time of unprecedented pressure on the public sector, I am pleased – and not a little proud – to be able to report that, despite the multiple challenges the Authority is facing, we still provide an efficient and effective service.



I am especially pleased to note that we may be able to secure an alternative premises for our headquarters. This would provide a cost-effective alternative to the current building, which is in a poor state of repair. It would also save around £750,000, which would be required to keep the existing building in use. As part of this move we also hope to build a new fire station and relocate the fire appliance from the existing headquarters site to a position west of the M4, where it can serve the area more effectively.

This is a very challenging time for all public services – including Royal Berkshire Fire Authority. We will have to face up to some tough choices, but I can reassure you that the Members, Officers and Staff of Royal Berkshire Fire and Rescue Service will continue to work extremely hard to ensure that we “make Berkshire safer”.

A handwritten signature in black ink, appearing to read 'Colin Dudley', written over a white background.

Councillor Colin Dudley  
Fire Authority Chairman



## Introduction

Welcome to the Action Plan for 2012/13. This document has been produced to inform you about the general principles of how Royal Berkshire Fire and Rescue Service operates, it includes what we have done and what we intend to do over the next year. The Service keeps its plans continually under review to enable it to respond to emerging challenges and opportunities and this document is directly linked to the Service's five year 2010/11 - 2015/16 Integrated Risk Management Plan, available at [www.rbfrs.co.uk/irmp\\_archive.html](http://www.rbfrs.co.uk/irmp_archive.html)

The aim of the Service's Integrated Risk Management Plan is to deliver the **Right Resources** at the **Right Time**, in the **Right Place**.

The Integrated Risk Management Planning process addresses how we will:

- Reduce the number of fires and other emergency incidents that occur
- Reduce loss of life in fires and accidents
- Reduce the number and severity of injuries in fires and other emergency incidents
- Reduce the commercial, economic and social impact of fires and other emergencies
- Safeguard our environment and heritage (both built and natural)
- Provide value for money

The Comprehensive Spending Review, released by the Treasury in October 2010, placed a reduction of 25% over four years on fire and rescue services. Last year was the first year of the financial restrictions and required the Service to review a variety of functions to establish where savings could be made. Many of these can be seen in the 'What we have done' section.

Although some of the completed projects and proposals referenced in this plan are designed to contribute to the delivery of the budget savings, it is important to note that we will ensure the community continues to receive the highest level of service in the most effective and economic way. For example revisions to Road Traffic Collision attendances, whilst generating financial savings have also improved our attendance time performance by 9% and efforts continue to identify further opportunities for improvement.

Consultation with stakeholders on the Integrated Risk Management Plan is normally undertaken between the beginning of October and the end of December each year.

***MAKING BERKSHIRE SAFER***

# Royal Berkshire Fire And Rescue Service



## Key to Reading Fire Stations

- 01 Caversham Road
- 02 Wokingham Road
- 03 Dee Road
- 20 Whitley Wood Road

## Resources at your disposal

- 18 Fire Stations
- 22 Fire Engines
- 15 Specialist vehicles
- 540 Firefighters
- Free Home Fire Safety Check Service for vulnerable people
- Fire safety enforcement
- Fire Prevention Education Team

## Our Performance

Several of the projects extend over a number of years and updates against the Five Year Plan follow. Further information is shown in the updated timeline in the centre pages of this document.

### Prevention

During the year 2010/11 the Service completed 6740 Home Fire Safety Checks and installed 10532 Smoke Detectors. Of these, 59.6% were targeted toward higher risk members of the community e.g. the elderly, some disability groups and also following referrals from partners such as Social Services. The remaining 40.4% arose from requests directly from the community.

The Youth Intervention Team (Evolution) worked closely with the Youth Justice Board through the Berkshire Intensive Supervision and Surveillance Programme. The Service received 42 referrals and has delivered interventions to 21 young people aged between 13 and 18 who were identified as appropriate for the training. The programme also identifies and works with Berkshire's 50 most prolific offenders. These people have been identified as the most at risk of committing Fire Setting and Arson offences as part of their criminal profile.

In addition the Prevention Programme (Phoenix) has received 37 referrals for young people aged between 13 and 16, with 20 young people completing the course. Referrals are made by all six unitary authorities via 'Connexions', Youth Offending Teams, Crime and Disorder Reduction Partnerships and those responsible for prevention and anti social behaviour work.

### Protection

During the past year the Service's protection department has continued to ensure the Fire Authority's statutory fire safety duties have been discharged efficiently and effectively and is one factor in the reduction of the impact of fire in non-domestic premises. Specifically the department have:

- Completed 2127 risk based inspections
- Introduced a new policy which has reduced attendance to the number of unwanted commercial fire alarm calls by 20%
- Assisted in reducing the number of fires in commercial premises by 3.6%
- Inspected premises after fires in commercial buildings, 95% of which were completed within two working days
- Completed 1374 statutory and non statutory consultations within agreed national protocols
- Introduced an improved audit and data collection process to ensure risk information is collated and risk assessed for buildings.
- Undertaken two successful prosecutions resulting in 26 guilty pleas with the offenders paying fines for breaches in:
  - General fire precautions £2000 fine
  - Fire Safety Arrangements £1000 fine
  - Fire Warning £5000 fine
  - Emergency Routes and Exits £6500 fine
  - Procedures £250 fine
  - Maintenance of Fire Safety Systems £250 fine
  - Failing to take preventative Fire Safety Measures £750 fine
  - Not providing training £750 fine

## Emergency Response

2010/11 continued the trend of falling emergency incidents across the service area and saw an all time low of 8367 attended by the Service (down from 14,232 in 2003/4). Firefighters are also heavily involved in community events and preventative campaigns.

### Response to Road Traffic Collisions

Despite the Service's best endeavours to prevent road traffic collisions through joint safety education programmes they will still occur. The Service has set the following response standard for these incidents.

- To make an initial attendance to road traffic collisions, with the necessary resources to commence extrication of casualties, within 11 minutes.

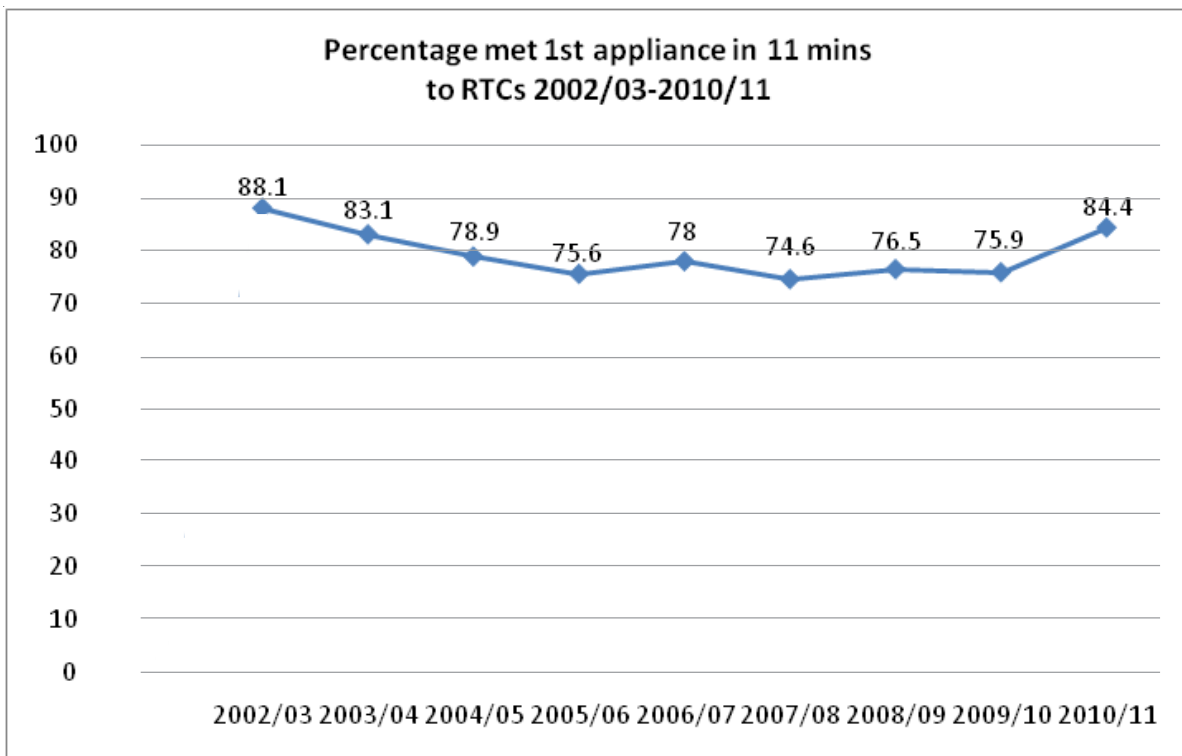


Chart showing how Royal Berkshire Fire and Rescue Service has performed against the response standard for road traffic collisions, where people were trapped in their vehicles requiring firefighter assistance

Last year's action plan identified a decrease in performance in this area and a pilot of revised attendances was introduced by the Service to improve performance. The trial proved successful and has now been adopted as standard practice. As a result there has been a significant improvement in performance.



### Response to Dwelling Fires

In the event that Home Fire Safety Checks and advice do not prevent a fire occurring in the home, the Service will send fire appliances in accordance with the following standard.

- An optimum response standard of 8 minutes for the first appliance and 10 minutes for the second appliance for dwelling fires.
- A standard response of 10 minutes for the first appliance and 12 minutes for the second appliance for dwelling fires.

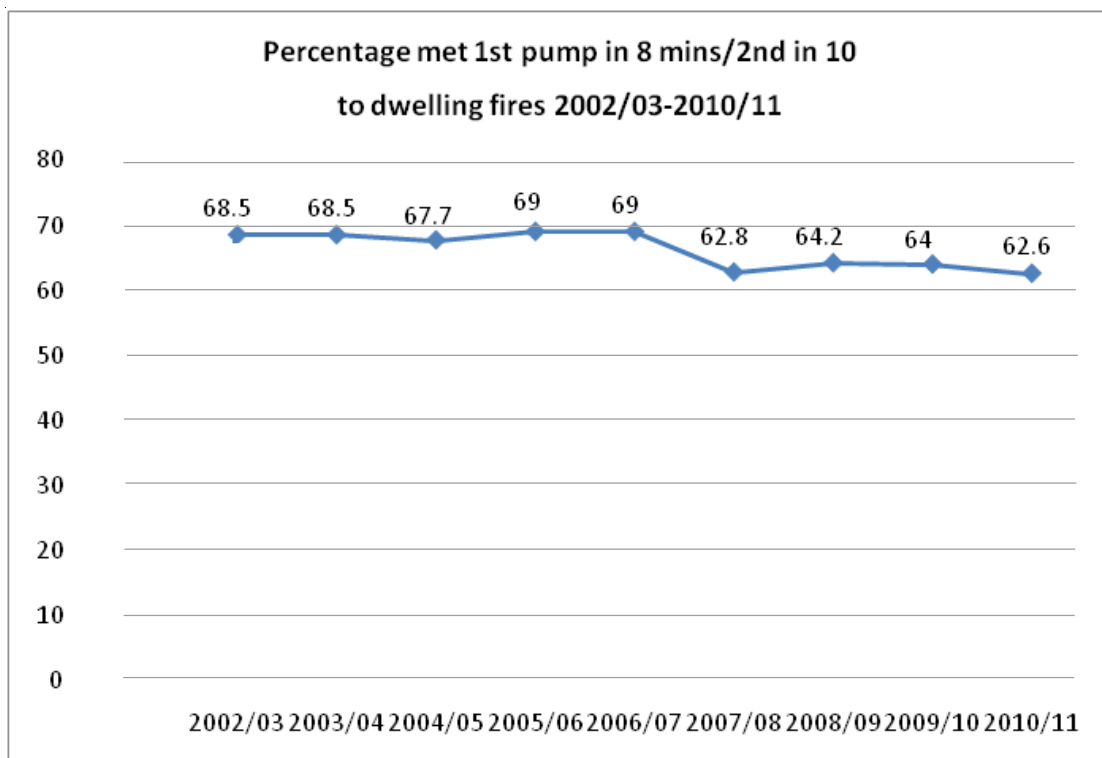


Chart showing how Royal Berkshire Fire and Rescue Service has performed against the optimum response for dwelling fires



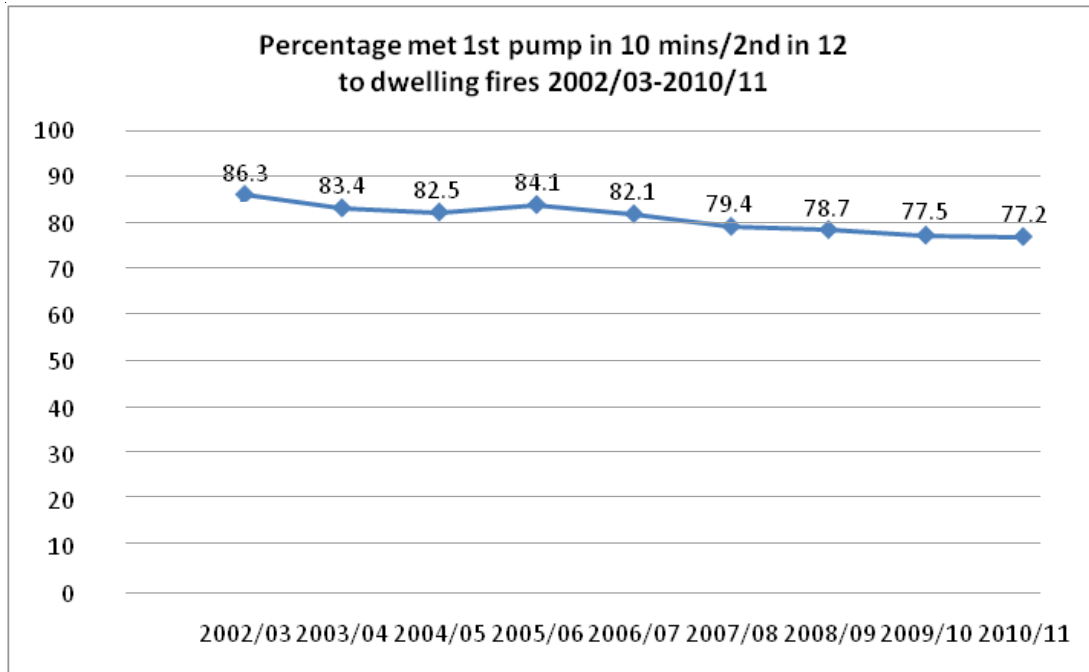


Chart showing how Royal Berkshire Fire and Rescue Service has performed against the standard response for dwelling fires

The Service’s performance in this area has decreased compared with the baseline year 2002/03. The reason for this is the number of calls to dwelling fires has reduced over time, with some now occurring in more remote locations from fire stations, which has an affect on our attendance times. It is anticipated the introduction of the Retained Support Unit in 2011/12 will improve the availability of retained fire engines throughout the county and thereby improve service performance in this area.

All failures to achieve the attendance times are thoroughly investigated by managers to identify the rationale and to establish where and how improvements can be made.



**PROTECT YOUR HOME  
WITH SMOKE ALARMS  
TEST YOUR  
SMOKE ALARMS  
EVERY WEEK**

For further fire safety advice  
and information visit...

[www.rbfrs.co.uk](http://www.rbfrs.co.uk)

## What We Have Done In 2010/11

### Attendance At Road Traffic Collisions

The Service has two specialist Rescue Support Vehicles, one based at Newbury and the other at Slough Fire Station. A new vehicle has replaced the one at Newbury as part of the Service's vehicle replacement programme. The new unit has greater capabilities and carries enhanced equipment to assist with the rescue of people trapped in larger vehicles e.g. trains, lorries etc and is also used when rescuing large animals e.g. horses and cows.



New Heavy Rescue Unit

A review was undertaken to establish if it was necessary to continue to provide the two specialist vehicles in the Service area. The review outcome established it is possible to deliver the specialist equipment to emergencies via one such vehicle, which would be located toward the centre of the county to provide relatively equal levels of emergency response across the Service area. The review considered a range of information including existing procedures and equipment used at previous emergency incidents. To further validate some of this information the final decision on this project has been deferred for three months.

The review report considered that as the unit based at Newbury is newer and has greater capacity and capabilities it will be relocated to Dee Road Fire Station and the one at Slough will be removed from service. Contingency arrangements will be put in place to ensure key items of equipment are available should the vehicle be unavailable due to maintenance etc. Over the last few years all fire engines have also had an upgrade of equipment, similar to that carried on the specialist vehicles, to enable them to deal with emergencies without the need for the additional units to attend.

The review also considered the way in which the vehicle is crewed and concluded it can be switched crewed (where firefighters move from a fire engine to the specialist vehicle when it is needed), as opposed to permanently crewed. The twelve surplus personnel would be redeployed to vacancies at other fire stations within Berkshire, resulting in no compulsory redundancies.

## Low Risk Call Attendance

Last year's plan included a proposal to send Wholetime crews to 'Lower Risk' incidents (e.g. fence and bin fires) on retained station grounds. The research phase of the project has now been completed and a 6 month validation period is underway. Due to the greater distances between fire stations in the far west of the county (Hungerford and Lambourn), the trial will not be undertaken in this area.

The procedure will only apply for confirmed low risk emergency calls. In the event of a call to a property fire, road traffic collision or other higher risk call, the Service will send the nearest, most appropriate resource to achieve the fastest attendance to the scene, including fire engines crewed by retained firefighters.

## New Fire Station In Wokingham

The new Fire Station at Wokingham has been built and is now in service 24 hours a day. This state of the art building improves the service to the residents of Berkshire and incorporates many energy saving initiatives such as photovoltaic panels, regenerative heating systems and rainwater recycling, as well as being fitted with an emergency sprinkler system.



The new fire station at Wokingham

## Review Of Emergency Cover

A review of emergency resources in Berkshire has been undertaken and identified the fire station in Dee Road Reading would better serve the community if it was relocated toward Calcot. As the fire station in Dee Road is in a very poor state of repair the service has identified a number of options and is assessing the best location to dovetail with the overall premises strategy. Based upon the information at the time of going to consultation it is most likely any new fire station will be located in the Calcot/Theale area.

In a previous plan consideration was given to opening a new fire station in Twyford. The idea was to relocate Wargrave Fire Station to Twyford to improve fire cover in this area. The closure and sale of Wargrave Fire Station would contribute toward the cost of the new Twyford Fire Station.

Over the past three years the service has monitored emergency calls to this area and has established that relocating Wargrave Fire Station to Twyford will only marginally improve emergency response times. There have been 24 calls to higher risk incidents over the last three years. If the fire station was relocated to Twyford it would only improve emergency response across the service area by around 0.5% against the attendance standards set by the Fire Authority.

An assessment of potentially suitable new fire station sites has been undertaken in the area. Using an indicative market value of £750,000 per acre for brown-field development and a build cost for a new fire station of around £1.2 million, it is not financially viable to build a new fire station in this area for the very limited improvements in emergency cover. It has therefore been decided to retain the existing fire station in Wargrave.

### **Preparedness For Adverse Weather Incidents**

Following recent spates of adverse weather (snow and flooding) the Service has invested in a wider range of both four wheel drive light vehicles and fire engines to maintain an effective emergency response during these conditions.

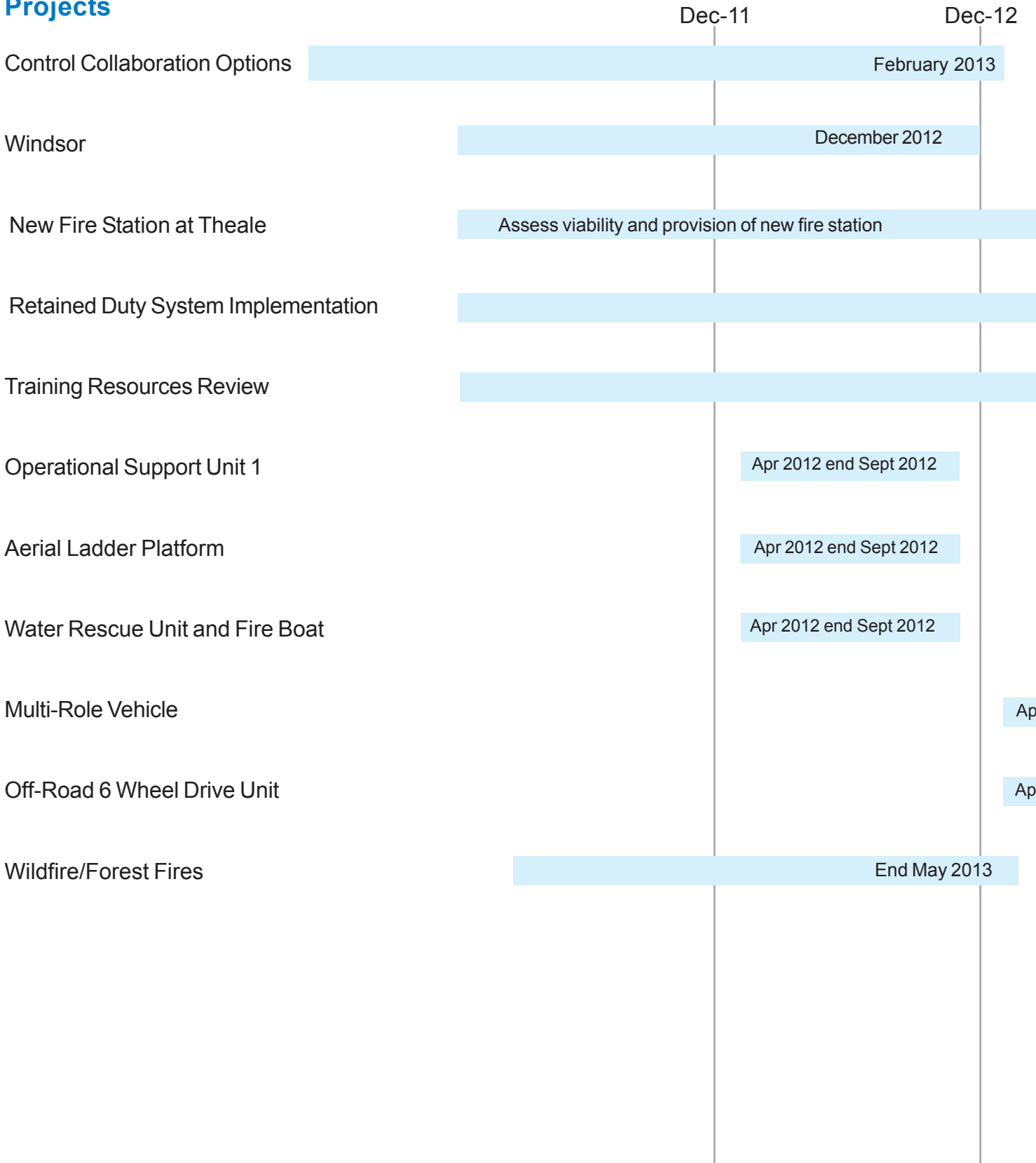


One of the Service's four wheel drive light vehicles

(continued on page 16)

# Updated Timeline

## Projects

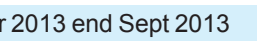
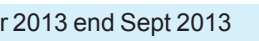
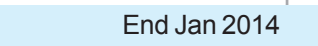
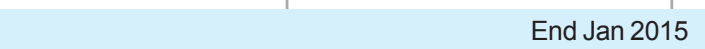
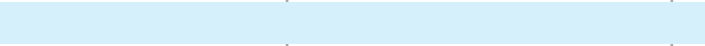


Dec-13

Dec-14

Dec-15

Dec-16



## Training Review

The training review was completed in August and will now be subjected to the internal challenge process with the recommendations being considered by the Service and the Fire Authority as appropriate.

## Officers Review

A review of officers attending emergencies to enable greater levels of management to be established, has concluded it is possible to reduce the number of officers from 45 to 36 and change the rota from a 5 week to a 4 week frequency. The first stage of the reduction was instigated in April this year reducing the numbers from 45 to 40. The remaining reduction will be managed on a natural wastage basis, i.e. no redundancies. The new officers' rota will be implemented from 1st January 2012.

## Cookham Fire Station

After having been temporarily closed since July 2009 and in line with last year's plan Cookham Fire Station has been permanently closed and the site is being sold. The remaining staff were transferred to Maidenhead Fire Station or opted for voluntary redundancy and left the Service. Fire cover for the Cookham area is now provided from Maidenhead Fire Station to the same standards as when Cookham Fire Station was open.

The money received by the Service for the sale of Cookham Fire Station will be invested in the wider premises strategy and will contribute toward new fire stations as required.



Wokingham Borough Council Road Safety Event



## Protection Review

The review of the Protection function has been completed and the department has been restructured in accordance with figure 1, with aspects of activity amended to reflect a focused approach to legislative Fire Safety.

This revised approach will focus on regulatory activities towards those buildings where:

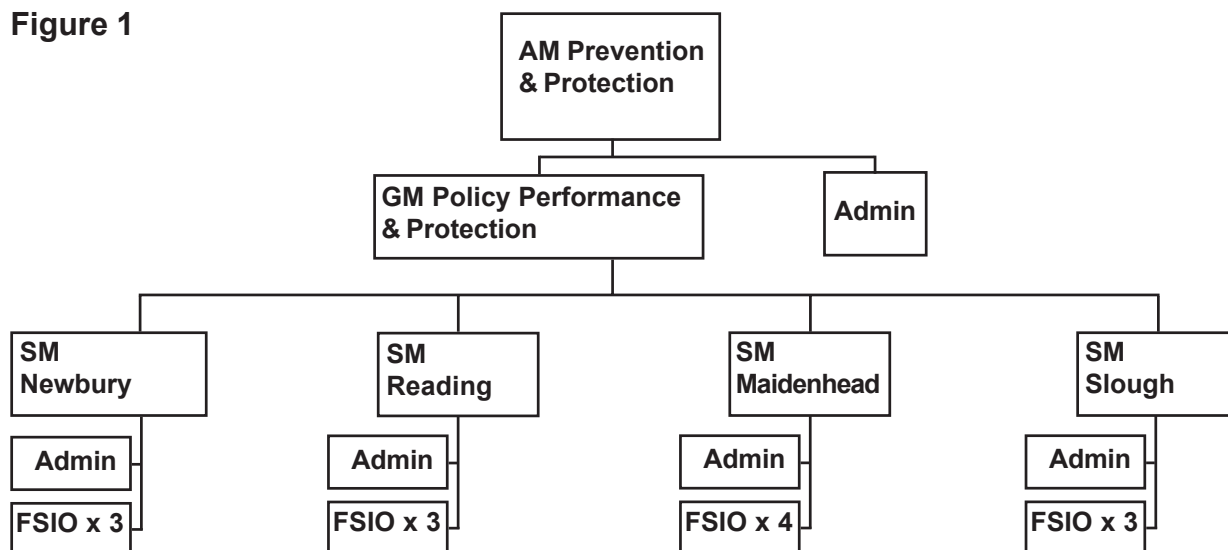
- There is the greatest risk of fire occurring
- There is the greatest risk to life
- Regulatory activity makes a significant improvement to the overall control and safety of the building

This includes premises such as hospitals, care homes and buildings providing sleeping accommodation. In addition to this the Service will sample buildings which present less risk but are still within the remit of the Fire Safety Order.

This approach links into the Service's broader work on risk profiling and how we rate the risk of individual premises. This will enable informed decisions about the disposition of resources and their deployment to operational incidents.

Following the review of the protection function, the inspecting officers now undertake the necessary tasks associated with enforcement activities. As this post had been vacant for some time it has now been removed from the establishment.

**Figure 1**



### Key to figures 1 and 2

- AM - Area Manager Prevention and Protection
- GM - Group Manager
- SM - Station Manager
- Admin - Administrative Support
- FSIO - Fire Safety Inspecting Officer
- HFSC - Home Fire Safety Check

## Prevention Review

The review of the Prevention function has been completed and the department has been restructured in accordance with figure 2, with activities being amended to reflect a more focused approach.

The Prevention Department will improve the safety of the community by identifying 'at risk' groups and work with partners to help prevent fires and other incidents occurring.

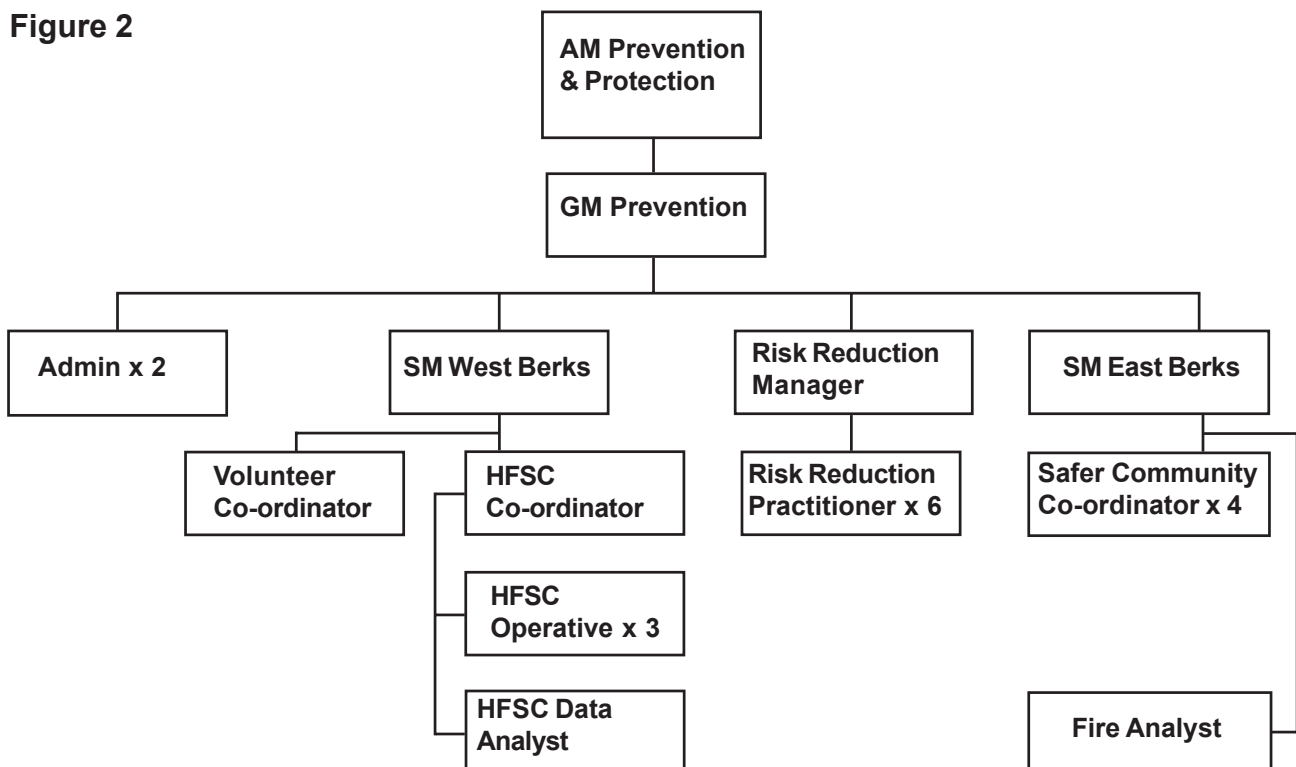
The Prevention Department now has four delivery teams;

Home Fire Safety Check Team  
Risk Reduction Team  
Safer Communities Coordinators  
Volunteering

With the following priorities:

- Reduce the risks to people from fire in the home, targeting those most at risk.
- Work with partners on education programmes which reduce risks to people from accidental and deliberate fires.
- Reduce the number of road traffic collisions in Berkshire, working with partners to improve education: targeting young people and those at risk.
- Reduce anti-social behaviour and improve social well being in the community through education for young people and youth diversion programmes.

Figure 2



## Retained Review

As an outcome from the Retained Duty System Review in 2010/11, two units consisting of 6 staff in each have been formed to support the retained stations. The units will initially be located at Newbury and Ascot Fire Stations and work has begun to improve retained recruitment and retention to increase retained fire engine availability. The Retained Support Officers have been provided from existing resources, without affecting emergency cover to the community.

## Attendance At Automatic Fire Alarm Incidents

In 2009/10 the Service attended 2,985 incidents where an Automatic Fire Alarm had activated, resulting in 3,444 appliances movements, some 800 of these alarm calls were to domestic premises. On a majority of occasions the detector had not operated as a result of a fire, but as a false alarm. In light of this in 2010/11 the Service implemented a policy to reduce the attendance of fire engines at Automatic Fire Alarm incidents.

This has resulted in the Service not automatically attending alarms in commercial premises between the hours of 0900 and 1800 hrs and reduced the attendance to domestic alarms to one fire engine between the hours of 0800 and 2100 hours. Since the introduction of this policy there has been a 40% reduction in attendances to Automatic Fire Alarms. The reduction has been achieved using methods such as call challenge and call filtering, this has also reduced unnecessary vehicle movements to both commercial and domestic premises, ensuring the resources are available for real emergencies.

## Regional Fire Control Centres

In December 2010 the Government announced the cessation of the FiReControl project. The Service has formed a local project team with Oxfordshire and Buckinghamshire Fire and Rescue Services to assess opportunities for a Thames Valley Control room.



Water Rescue training

## **Action Plan 2012/13 - What We Are Going To Do This Year**

### **Review Of Specialist Appliances**

The Service has a number of specialist fire appliances that are used to support emergency incidents. Appliances are replaced due to wear and tear, the limited availability of spare parts to keep the vehicle in a good state of readiness for emergencies and due to technological enhancements.

During 2012/13 it is proposed the Service will undertake a detailed review of the provision and use of a number of specialist vehicles before they are due for replacement, to determine if any improvements or developments are needed and also whether a similar unit is required at all. The review will incorporate crewing arrangements, location, use and any alternative provision.

The following appliances are due for review:

#### **Water Rescue Unit and Boat**

With increasing adverse weather events, it is planned to review the Service's response to flooding and other specialist rescues to assess the needs of both the Service and communities of Berkshire to ensure the water, mud and ice rescue provision is suitable and sufficient. A multi disciplined project team will be formed to assess the requirements.

#### **Operational Support Unit**

The Service has two Operational Support Units (curtain sided vehicles with multiple stowage pods for a range of different equipment to assist firefighters dealing with emergencies) and one is due for replacement in 2013. A project team will be formed to review the current provision to ensure it is fit for purpose and offers the best possible service within established constraints.

#### **Aerial Ladder Platform (high reach appliance) at Slough**

There are two appliances with this capability within the Berkshire area, one at Whitley Wood, Reading, the other at Slough Fire Station. With the advent of better fire precautions within buildings and early fire detection, the emergency use of these vehicles has decreased over time, although they are still required during operational incidents. The continued provision and use of these appliances will be reviewed.

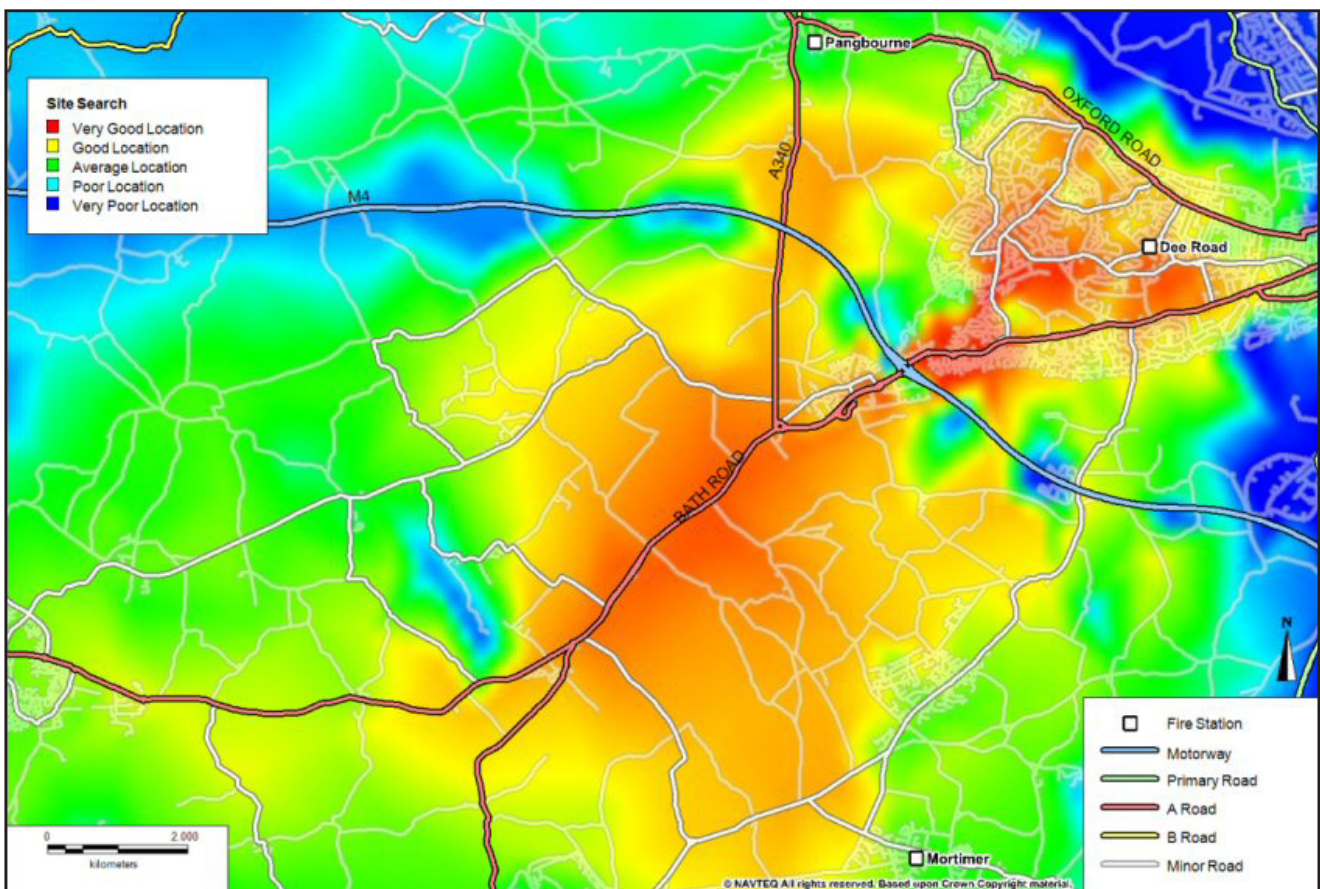
### **Control Collaboration Options**

The project team will continue to assess the options for the provision of a call management, mobilising and emergency resource management function in partnership with other agencies and fire and rescue services.

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## Replacement For Dee Road Fire Station

A premises condition survey has identified the fire station at Dee Road, Reading needs to have significant building works or most probably needs to be rebuilt. Before rebuilding on the same site a review has been undertaken and identified the optimum location is westwards of the existing site toward the Calcot/Theale area. As the fire station is in a poor state of repair and it is not in the optimum location to provide a response to emergencies, the Service will incorporate the provision of a new fire station to the west of Reading within its premises strategy. Subject to identifying a suitable site, the fire station at Dee Road will be replaced.



'Heat Map' illustrating optimum location for new fire station to replace Dee Road

## Windsor Fire Station

The new fire station in Wokingham is now completed and is open 24 hours a day. As referenced in the 2011/12 plan, officers from both the Service and Windsor and Maidenhead have continued discussions to identify alternative options to provide emergency cover within Windsor on a 24 hour basis. Agreement in principle has been reached and it is proposed to provide a local fire engine based in the Windsor area, which will be crewed by 3 fire-fighters. The vehicle will be a local fire engine, which will respond to all calls in the Windsor area and be supported by other fire engines as required. On occasions, e.g. forest fires, during snowy weather etc, it will be necessary for the vehicle and crew to be used in other areas of Berkshire. A new fire station will be provided in the Windsor area, by the Royal Borough of Windsor and Maidenhead. Following this agreement work is now underway by officers from both authorities to enable implementation of this proposal, with the arrangements being reviewed after one year, with no presumption of change, unless mutually agreed.

## Road Traffic Collisions

As road traffic collisions occur throughout the world, every fire and rescue service needs to provide some form of emergency response to these incidents. Over many years this Service has had a team who compete on a national and international basis in competitions where road traffic collisions are simulated and they rescue the casualty. A wide range of scenarios face the teams who compete and it is an ideal environment to learn new techniques.

In 2011 Royal Berkshire Fire and Rescue Service won the United Kingdom and World Extrication Championships. It is proposed to assess ways in which the expertise gained by the team can be disseminated to other firefighters and also to consider ways in which team members can be used at the more difficult entrapments.



United Kingdom and World Championship Extrication Team

## Wildfire/Forest Fires

In May 2011 the Service attended a significant fire at Swinley Forest for Seven days. This incident resulted in over 1,000 fire engine movements, and, at its peak, involved over 50 fire engines and specialist vehicles and more than 400 personnel from across the country.

The debrief process is nearing completion and this will result in a number of recommendations for consideration. Once the recommendations are approved a project team or teams, will be formed to address the issues.

## **Do You Want To Become A Retained Duty System Firefighter?**

There is currently a shortage of part time firefighters at some fire stations in the Brigade. This is particularly true in our small towns and rural areas because nowadays there are fewer people who live and work in their local towns and villages. You might be just the person to fill the gap.

### **Where Do You Work?**

First of all, you need to live or work near to a fire station because you have to be able to get there within a few minutes of a call. That's a few hundred yards on foot or a drive of up to one mile.

Secondly, because we can't predict when you'll be called out, you have to be flexible in your work. The chances are that you'll be working at home, self-employed or for a community-minded employer who can let you off from time to time.

### **Are You Fit For The Job?**

To apply to join Royal Berkshire Fire and Rescue Service you don't need any paper qualifications. You must be at least 18, with good all-round fitness. You will be asked to take a straightforward physical test as part of the process, and just as important are qualities like common sense, commitment and enthusiasm.

### **How Often Will You Be Needed?**

On average, you will be called out two or three times a week for a couple of hours. If you cannot be available all the time, that's not a problem. You can be paid for being "on call" for only part of the day or week. There is a particular shortage of people who are available during midweek working hours, so you could have evenings or weekends free if you need to, and still do a valuable and worthwhile job. If you really can't be on call - for example because of a holiday or a deadline at work - you can "sign off".

### **What Do You Get Out Of It?**

Apart from the excitement, the challenge and the satisfaction of a job well done, you learn to be more self-reliant and confident. After all, if you can cope in a real emergency, you are ready for anything else which life might throw at you. You will meet a lot of people in your local community and earn their confidence and respect. You will also get training in the use of equipment, and in other more general skills like first aid. Added to all this, you get paid! You get paid a basic retainer, plus a fee for call outs and another fee for going into action. You get paid for training and duties like equipment maintenance.

If you think you've got what it takes to join the team, contact your local fire station for further information, or check out our vacancies page at: <http://www.rbfrs.co.uk/vacancies.asp>

## Contact Us

Royal Berkshire Fire and Rescue Service welcomes your comments on the Action Plan 2012/13 any time during the consultation period **3 October 2011 - 3 January 2012**

Please take this opportunity to make your views known, as it will help to develop strategies and policies to meet local needs.

\* **Please note:** further copies of this document can be downloaded from our website at [www.rbfrs.co.uk/irmp\\_options.asp](http://www.rbfrs.co.uk/irmp_options.asp)

### How To Reply

You are invited to comment on our plans using any of the following methods:

- In writing, using the following **FREEPOST** address:  
IRMP Consultation  
Royal Berkshire Fire and Rescue Service  
FREEPOST (RG2 669)  
103 Dee Road  
Reading  
RG30 1BR  
*(Remember, no stamp is required)*
- Email to: [irmp@rbfrs.co.uk](mailto:irmp@rbfrs.co.uk)
- Visit our Website at: [www.rbfrs.co.uk](http://www.rbfrs.co.uk)
- Telephone our help line on: 0118 932 2122
- Fax us on: 0118 932 2296

***PREVENTING PROTECTING RESPONDING***



# Confidential Monitoring

Royal Berkshire Fire and Rescue Service is keen to ensure that its consultation with the public is effective and inclusive - so please answer the following questions and return these pages together with any comments you may wish to make to the FREEPOST address shown overleaf. In accordance with the Data Protection Act 1998, all personal information will be confidential to Royal Berkshire Fire and Rescue Service. It will be used for no purpose other than improving services.

**Q1 Are you...?** (Please cross **one** box only)

Male.....

Female.....

**Q2 What was your age on your last birthday?** (Please cross **one** box only)

16 to 24.....  35 to 44.....  55 or over.....

25 to 34.....  45 to 54.....

**Q3 What is your ethnic group?** (Please cross **one** box only)

**White** - British, Irish or any other White background.....

**Mixed** - White & Black Caribbean, White & Black African, White Asian or any other mixed background.....

**Asian or Asian British** - Indian, Pakistani, Bangladeshi or any other Asian background.....

**Black or Black British** - Caribbean, African or any other Black background.....

**Chinese or Other ethnic group**.....

**Q4 What is your first language?** (Please write in)

**Q5 Do you consider yourself to be disabled?** Yes.....  No.....

**Q6 How did you become aware of this consultation?** (Please cross all boxes that apply)

Website.....  Newspaper.....  RBFRS employee....

Email.....  Through the post...

Other (Please specify)



**Q7 If applicable, in which Local Authority area is your main home in Berkshire?**  
(Please cross **one** box only)

Bracknell Forest Borough Council.....	<input type="checkbox"/>	West Berkshire Council.....	<input type="checkbox"/>	Wokingham Borough Council.....	<input type="checkbox"/>
Reading Borough Council.....	<input type="checkbox"/>	Royal Borough of Windsor & Maidenhead..	<input type="checkbox"/>	Slough Borough Council.....	<input type="checkbox"/>

**Please return these pages together with any comments you may wish to make to:**

IRMP Consultation  
Royal Berkshire Fire and Rescue Service  
FREEPOST (RG2 669)  
103 Dee Road  
Reading  
RG30 1BR  
*(Remember, no stamp is required)*





**ROYAL BERKSHIRE**  
**FIRE AND RESCUE SERVICE**

**ROYAL BERKSHIRE FIRE AND RESCUE SERVICE**

103 Dee Road  
Tilehurst  
Reading  
Berkshire  
RG30 4FS

**[www.rbfrs.co.uk](http://www.rbfrs.co.uk)**

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