



Community Risk Management Plan 2023-2026

Isles of Scilly Fire and Rescue Service

Consultation Report - February 2023



Contents

Executive Summary	3
1. Introduction	5
2. Methodology	5
3. Representation	6
4. Priorities for the next three years	7
5. Business Fire Safety	9
6. Home Fire Safety	10
7. Chimney Fire Safety	12
8. Progress Reporting	13
9. Recruitment	14
10. Satisfaction with Fire and Rescue Services	15
11. Other Comments	16
12. Conclusions	18
Appendix A: Consultation Questions	19
Appendix B: Optional 'About You' Questions	20
Appendix C: Full list of priorities identified	21
Appendix D: Full list of home fire safety concerns	22

Executive Summary

- In order to inform development of a Community Risk Management Plan 2023-2026 we have consulted with the public, partners and key stakeholders to gather their views, ideas and share understanding of potential risks.
- The consultation was open from 24 January 2023 to 19 February 2023 and **125 responses** were achieved with a good representation across the islands (**including 52 responses from the off islands**) and a representative cross-section of demographic groups.
- When asked about **key priorities for the next three years** respondents highlighted the need to **maintain current service/crew levels** in order to **deal with incidents**. They also requested a key focus on **home fire safety** (including home fire safety checks) and **educating the community**. Also mentioned was **firefighter training** and **maintaining equipment/appliances**. Respondents also talked about the importance of maintaining services to the off islands and flagged an issue around **off island boating arrangements**. An issue was also raised around **access for emergency vehicles** as poor parking can block the roads.
- 31 of the respondents had their own **businesses**, with the majority being holiday lets and farms. These respondents raised concerns around **fire safety regulations** (particularly those with residential businesses), **electrics** and **access to water/hydrants**. Roughly one-third of the businesses said they had received a fire safety audit.
- With regards **home fire safety**, over half of those responding to this question said that they had no concerns. Those who did flag concerns mentioned **electrical equipment** (i.e. old equipment, overloading of sockets and charging devices/batteries), **escaping from rooms/fire exits**, **regular checking of smoke alarms**, **poor wiring/loose sockets**, and **access to water supply**.
- Around half of the respondents had received a home fire safety check, with most saying they found it helpful and that they had smoke or carbon monoxide detectors fitted as a result of the visit, as well as receiving other checks and advice on preventative measures. Respondents recommended **increasing awareness of home fire safety checks** and **ensuring a focus on vulnerable adults**, as well as **increasing education activities** within the community and offering **open days and events** to raise awareness and understanding of risk.
- We included a specific section around **chimney fire safety** as this was a risk identified in the Community Risk Profile. 75 respondents said that they had a

chimney and, of this number, 28 said that they had not had their chimney swept in the last six months. The most common reason for not having a chimney swept was due to **limited access to a chimney sweep**.

- When asked about **communication with the community**, residents are keen to be kept up to date on the **progress that the service is making towards its Community Risk Management Plan**, the type and number of **incidents**, any **changes to the service**, details of **fire prevention activities** and understanding **what money is being spent on**. They would expect to be updated via social media and on the Council's website. They would also appreciate a printed leaflet or poster.
- With regards to how the fire and rescue service might attract a new and diverse range of people through its **recruitment**, many people flagged the issue around a **lack of housing** and suggested ways that the service might help here. Other suggestions were around **advertising widely** and **engaging with the community**, particularly younger people who are considering their career options. Some respondents felt that the service was already doing well in attracting a range of recruits that reflect the community.
- **Satisfaction levels** are particularly high, with **93% of respondents very/somewhat satisfied with the services provided**. No respondents said they were very/somewhat dissatisfied. This reflects the high regard in which the service is currently held by the community: *"You operate in a unique environment and despite the challenges this brings you seem to have an effective and efficient service."*

1. Introduction

All fire and rescue authorities are required to carry out the process of community risk management planning; ensuring the right resources are in the right place at the right time to bring about improved community safety, with services responding to the needs of their communities more flexibly and more efficiently.

Community risk management plans (CRMP) are required to cover a minimum of a three-year period. This year we are developing our three-year CRMP for the period 2023-2026.

To develop our CRMP we are required to go through a consultation process with stakeholders and communities throughout its development. The purpose of this consultation was to gather views/ideas/share understanding of potential risks and impacts for the fire and rescue service on the islands.

A consultation questionnaire was issued in early 2023 to feed into development of the CRMP draft, and this document provides the key findings from that process.

2. Methodology

The approach to consultation was developed using best practice guidance from the Consultation Institute and includes several questions around both business and home fire safety – including both closed and open-ended responses (see Appendix A for a copy of the consultation questions). The questions were informed by the Community Risk Profile and the findings of the 2022 inspection by His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) and were discussed and agreed with the Isles of Scilly CRMP Working Group and the Isles of Scilly Council (which is the fire and rescue authority for the Isles of Scilly).

The consultation itself was made available via an online survey platform provided by Cornwall Council (*Let's Talk Cornwall*) and was re-branded as Isles of Scilly as much as the software would allow. A paper version of the questionnaire was also made available for those not wishing to respond via the online survey tool.

Background information on the Isles of Scilly Fire & Rescue Service was also made available to provide respondents with a bit more detail about what the service does and how it is resourced. This is considered best practice to ensure people are sufficiently informed to support their completion of the questionnaire.

Awareness of the consultation was raised in a number of ways:

- posters and leaflets distributed across the islands (with web addresses and QR codes)
- open days/events
- dropped through drops and promoted by crews
- email contact with key stakeholders
- promoted via social media
- the Council's website
- word of mouth

The consultation was open between Tuesday 24 January and Sunday 19 February. There was some delay in advertising the consultation on the Isles of Scilly Council website, but this was resolved, and online advertising of the consultation commenced on Tuesday 31 January.

Despite the delay in advertising the consultation, a total of 125 responses were received. With a total population of just over 2,000 across the islands, this means we received responses from almost 6% of the population.

This report provides a summary of the findings. (Please note, due to the small population, where responses are below five we have not reported where doing so might make individuals identifiable.)

3. Representation

A number of optional standard demographic questions were included in order to check representation of respondents (see Appendix B for these questions).

Firstly, we asked people to tell us in what capacity they were responding, for example as a resident, business owner, partner organisation, etc., with scope to pick multiple options. 114 respondents (out of the 123 who answered this question) were *residents* on the Isles of Scilly.

The majority of respondents lived on St Mary's (69 of the 121 who answered this question). However, there were also 52 responses from the off islands: 25 from St Martin's, 15 from St Agnes, nine from Tresco and three from Bryher.

In this section, 23 said they either represented or owned a business on the islands (lower than the actual number recorded in the main survey due to this question being optional). Four said that they represented a stakeholder or partner organisation such as the police, health service, etc., and 16 said they worked for The Council of the Isles of Scilly.

Of the 117 respondents completing the gender question, there was a fairly even split of male/female (57/54), with six respondents reporting as either gender-fluid, non-binary, intersex or 'other'.

112 respondents declared their ethnicity: 98 White (e.g. British, Scottish), 12 Cornish, and two 'Other' ethnicity.

The respondents were across a good spread of ages. Below is a breakdown of the age ranges that have been recorded from the 118 respondents who completed this question:

Age Range	No. of respondents	Profile of Respondents	2021 Census*
20 – 29	14	11.9%	9.3%
30 – 39	23	19.5%	11.7%
40 – 49	25	21.2%	12.0%
50 – 59	27	22.9%	15.9%
60 – 69	14	11.9%	12.0%
70 – 79	9	7.6%	13.8%
80+	6	5.0%	8.4%

*Remaining 17% under 20 years.

Out of the 119 respondents that chose to say, 11 people who completed the survey considered themselves to have a disability, with most declaring a physical or mobility impairment.

4. Priorities for the next three years

The first question asked was: *Q1. What do you think the priorities should be for the fire and rescue service on the islands over the next three years?* This was an open-ended question and was completed by 110 respondents.

The table below summarises the responses to this question, identifying responses that were mentioned five or more times (the full list is provided in Appendix C). Please note: many respondents listed more than one priority.

Priority	No. of mentions	Percentage of Respondents
Maintaining services	35	31.8%
Maintaining crew levels	33	30.0%
Home Fire Safety	31	28.2%
Educating community	28	25.5%
Training firefighters	25	22.7%
Service on off islands	22	20.0%
Upgrading equipment	16	14.5%

Priority	No. of mentions	Percentage of Respondents
Dealing with incidents	14	12.7%
Upgrading appliances	14	12.7%
Off island boating arrangements	12	10.9%
Response times	10	9.1%
More equipment	10	9.1%
Educating young people	9	8.2%
Address access for emergency vehicles	9	8.2%
Working with partners	8	7.3%
Business fire safety	8	7.3%
Public safety	6	5.5%
Ensuring firefighters on the islands	5	4.5%
Taking on other emergency service roles	5	4.5%
Focus on high-risk properties	5	4.5%

The most common response – mention by around one-third of respondents – was that the fire and rescue service should **maintain current service/crew levels**, in order to **deal with incidents** (another common response to this question). This desire to maintain current service levels is supported by satisfaction levels recorded in a later question. Satisfaction is currently high, suggesting respondents are happy with the level of service they currently receive and wish to maintain this:

"The islands seem to function well with the service as it is, therefore, the main priority should be to remain the same and not downsize in any way or form."

Respondents also stated that fire prevention should be a key focus with **home fire safety** (28%) a priority - including Home Fire Safety Checks – and **educating the community** (25%), particularly young people on the islands, as well as advising tourists in high season on fire hazards.

Firefighter training and **maintaining/upgrading equipment/appliances** was mentioned by 23% and 19%* of respondents respectively as a key priority in maintaining a good service, and these were often mentioned together. (**All responses mentioning maintaining/upgrading equipment/appliances were merged to give an aggregate % so is slightly different to the table.*) In addition, some respondents expressed specific concerns around the need to upgrade equipment on some of the off islands:

"The firefighters on St. Martin's cannot transport their equipment (or all of their team) with just the fire tractor. They currently need to use their own vehicles to get everything and everyone to a fire."

Approximately 20% of respondents made reference to the importance of maintaining services and crews on the **off islands**, as well as continuing to engagement with these communities. 12 respondents (11%) specifically mentioned the issue around **off island boating arrangements**, which was also linked to the need to ensure good response times to incidents:

"Ensuring a strong agreement with a local boating operator to provide an emergency, on-call, boat service 24/7 all year round to allow crews to support communities across the islands."

Another issue raised by 9 respondents (8%) was the need to address **access for emergency vehicles**, as poor parking can block the roads. This would also appear to worsen in the busy summer months:

"Making the public aware of sensible parking so that the emergency service vehicles can get through."

Other priorities mentioned in this question was **fire safety for businesses** (farms, holiday lets, etc.) and **working with other emergency services**:

"Look at using their resources efficiently, maybe by assisting or taking on the roles of other emergency services especially in the very small off island communities."

5. Business Fire Safety

When asked Q2. *Are you the owner of a business on one of the islands?* This was a closed question with 'Yes' or 'No' options.

25% or 31 respondents (out of 125) answered 'Yes'. The most frequent types of businesses mentioned (Q3) by the 31 were holiday lettings (11) and farms (nine). Despite the small number of respondents for this question, a few concerns were raised around **fire safety regulations** (particularly those with residential businesses), **electrics** and **access to water/hydrants**.

Of the 31 respondents who own a business on the islands, roughly one-third (nine) reported that they had received a fire safety audit from Isles of Scilly Fire and Rescue Service, or one of their partners (Q4).

Eight respondents said that it had been helpful and seven said that they had made some changes as a result (Q5).

"Installed an alarm system that was linked throughout property rather than individual alarms. Installed one extra fire door. Added door closure springs to two internal doors."

One respondent said that they had the audit several years ago and could not remember.

6. Home Fire Safety

We asked respondents Q6. *What concerns (if any) do you have around fire safety at your home?* This was an open question.

Of the 119 who answered this question, over half (66 respondents or 55%) said that they had no concerns around fire safety at their home. Of those who had no concerns and explained why, most felt that they had regular checks in place with working smoke alarms and so felt that they were taking all measures to minimise their risks.

The table below summarises the responses of those expressing concerns around their home fire safety (53), identifying responses that were mentioned five or more times (the full list is provided in Appendix D). Please note: some responses listed more than one priority.

Home Fire Safety Concerns	No. of respondents with concerns	Percentage of Respondents with concerns
Electrical equipment	10	19%
Escaping from rooms/fire exits	8	15%
Regular checking of smoke alarms	7	13%
Poor wiring	6	11%
Access to water supply	5	9%
Chimney fire safety	5	9%
Safety of wood burners	5	9%

Of the 53 respondents who expressed concerns over home fire safety, the most common concern – cited by 10 respondents - was **electrical equipment**, including old electrical equipment that has not been tested, overloading of sockets and extension leads, lithium batteries and charging devices (phones and computers).

The second most-common concerns, mentioned by eight and seven respondents respectively, were **how to escape from rooms/escape plans** and **regular checking of smoke alarms**.

"Some escape windows upstairs. Do not open sufficiently to provide escape if a fire blocks the stairway."

Also mentioned were **poor wiring** (six mentions), and **access to water supply, chimney fire safety**, and **safety of wood burners** (each mentioned by five respondents).

"Old electric wires, loose sockets."

"The only concern is there is no fire hydrant or water in the area."

"It is difficulty to employ someone to sweep chimneys - so this does get neglected."

"Just our log burner. Issues with smoke entering room/nests in the flue and any general issues that could go wrong."

We also asked respondents Q7. *Have you received a home fire safety check from the fire service or one of our partners? Was it helpful? What did you do as a result?* This was an open question.

Although 55 of the 120 who responded to this question said that they had not received a home fire safety check, slightly more (57 – around half) said that they had.

Of those who received a check, a majority said that they found them helpful with 15 saying that they had had **smoke detectors fitted** as a result and seven saying they had **carbon monoxide detectors fitted**. Two now had an **escape plan** and two had **regular checking of smoke alarms**.

Other preventative actions that had been taken following home fire safety checks were reducing extension leads, repositioning fire equipment and alarms, ensuring address access for emergency vehicles, checking electrical equipment, addressing access to property due to clutter, shutting doors at night and regular checking of fire equipment.

Finally, in this section we asked Q8. *What else could the fire service do to help residents with fire safety in the home?* Of the 83 out of the 112 respondents to this question who had a suggestion, most focused on prevention activity: specifically, continuing and **increasing the number of home fire safety checks**, perhaps **improving awareness** that they are available and **focusing on vulnerable adults**.

"The person who visited covered most fire safety issues so if this could roll out to as many as possible, especially the vulnerable it can only help reduce risks and protect lives."

Also generally **increasing education activities** and offering **open days/events** to raise awareness.

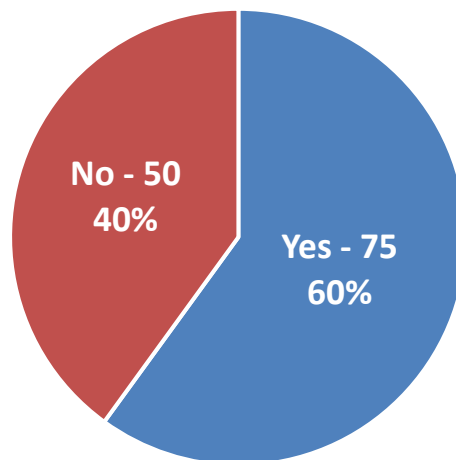
"Awareness talks at fire station. Demonstration - fire blankets etc"

In some of the answers around home fire safety there appears to be a difference between those who own their own home and are therefore responsible for checks, versus those who are renting and are reliant on their landlord to make regular checks. This came out in this question where three respondents advised that the fire service could be more proactive in ensuring that **landlords take their responsibilities seriously**:

"Ensuring that landlords are made aware of any appropriate action needed and following this up."

7. Chimney Fire Safety

We asked specifically about chimney fire safety as this was a risk highlighted in the Community Risk Profile. We asked Q9. *Do you have a chimney that is regularly in use? - for example, with an open fire or a wood burning stove.* This was a closed question with 'Yes' or 'No' options. The 125 responses to this question were split as follows:



Of the 75 respondents who said that they did have a chimney regularly in use, we asked them whether they had had their chimney swept in the past six months (Q10). Again, this was a closed question with 'Yes' or 'No' options.

45 respondents who had a chimney, confirmed that they had had their chimney swept in the past six months (62%) and 28 said that they had not had it swept (38%). Of those who had not we asked Q11. *Is there a reason why you have not had your chimney swept in the past six months?* This was an open question.

A majority (11 respondents) said that they had **limited access to a chimney sweep** on the islands:

"Last Autumn a mainland sweep was due to be coming to this island and I was on his list. But problematic flying conditions prompted him to depart Scilly a day early apparently. So, me and others on the island missed out."

Six respondents said that it was **not my property** (as mentioned above, it is important to ensure landlords are carrying out their duties) and four respondents said that they were planning to get their chimney swept.

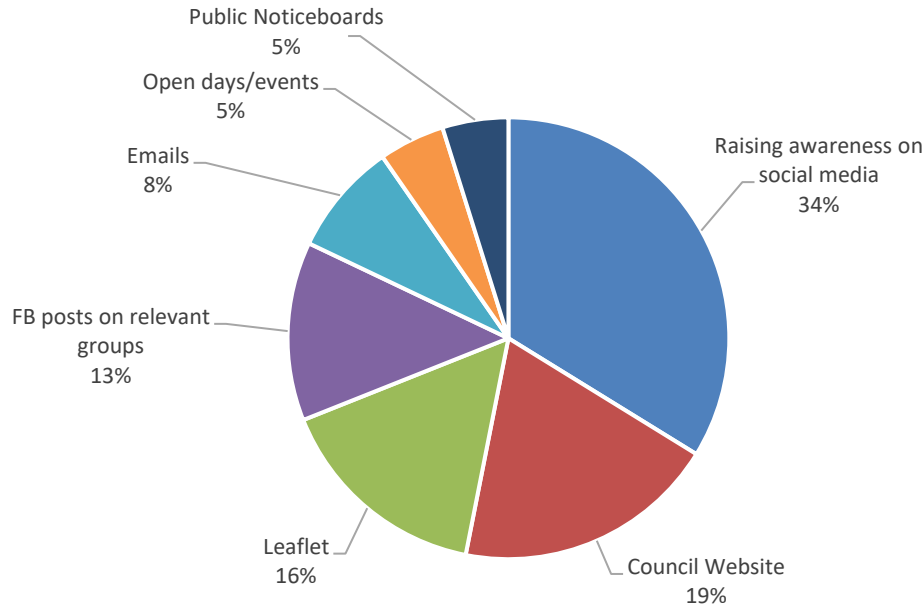
Full list of reasons for not having chimney swept in last six months:

Reasons for not having chimney swept in last six months...	No. of respondents (n.28)
Limited access to chimney sweep	11
Not my property	6
Will do it	4
It's new	2
Don't have equipment	2
Complacency	1
Not appropriate	1
Limited use	1

8. Progress Reporting

We asked Q12. *How can the fire service keep you up to date on the progress we are making against our Community Risk Management Plan? What information would you be interested in? Where would you go for this information?* This was an open question and the 117 responses have been analysed.

Most respondents said that they would like to be kept updated via social media and on the Council's website. They would also appreciate a printed leaflet or poster, but would like this to be short and succinct and written in plain English.



Respondents would be most interested in being updated on the action plan and progress against it, the type and number of incidents, any changes to the service, details of fire prevention activities, seeing the Community Risk Management Plan and understanding what money is being spent on:

"Annual update on the plan on Council Website. One email a year to update residents."

"Any info on progress made, shared on the residents Facebook page."

9. Recruitment

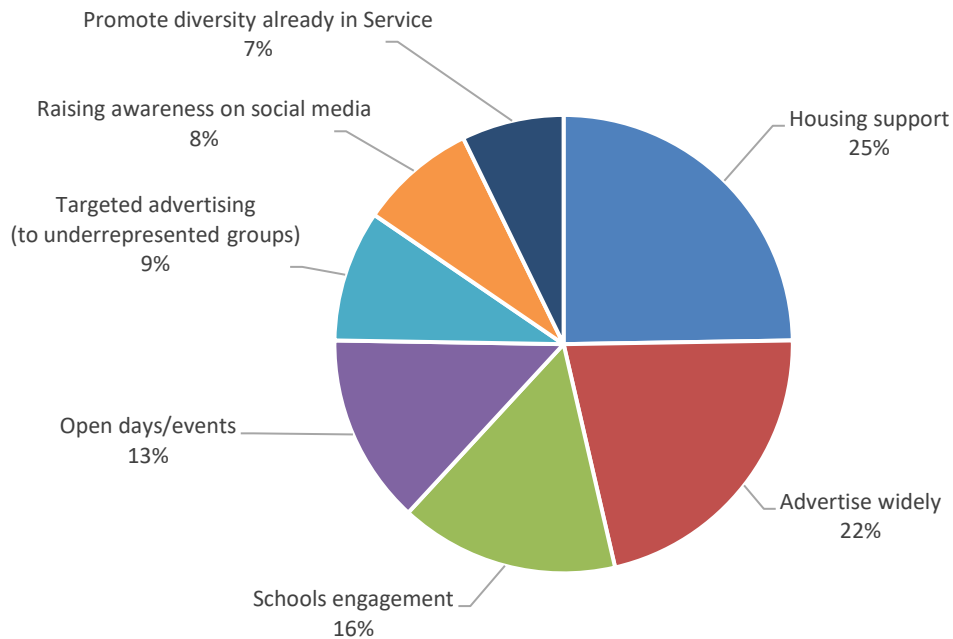
We asked respondents Q13. *How might the fire service attract a new and diverse range of people through its recruitment?* This was also an open question.

A majority of the 112 respondents who responded highlighted the issue of **housing** (25%) in attracting new recruits to the service. Some suggested that recruitment would always be difficult with the lack of available housing and some suggested that some type of housing support would help attract people to the service:

"Increase provision in the housing stock for essential workers to include emergency services."

Other suggestions were to **advertise widely** (22%) and to reach out and engage with the community through face-to-face activity such as **engagement with schools** (16%) - to target younger residents when they are starting to consider careers - and **open days/events** (13%), perhaps with demonstrations

and information to explain the role. Respondents also suggested **targeted advertising** to attract underrepresented groups (9%).



Some respondents pointed out that they felt the service was already doing well in this respect and did already represent the makeup of the community:

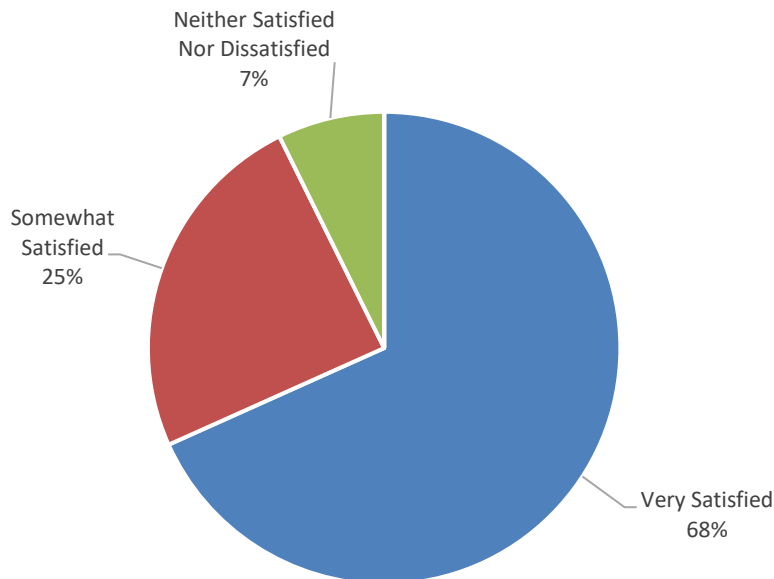
"I think they already have a great range of people and they seem to fill any vacancies appropriately."

"There is a finite pool of available people due to the reasons you have already outlined. (The population is ageing and there is a lack of affordable housing for younger residents.)"

10. Satisfaction with Fire and Rescue Services

We asked respondents Q15. *How satisfied are you with the services we provide?* with a five-point scale ('very satisfied', 'somewhat satisfied', 'neither satisfied nor dissatisfied', 'somewhat dissatisfied', or 'very dissatisfied').

123 respondents answered this question and responses were as follows:



No respondents said that they were dissatisfied with the services provided, and 114 respondents (93%) expressed overall satisfaction with the services received:

"Every dealing I've had with the fire service personally so far has been good - including community support on offer, community advice events, training exercises, children's services sessions, and in one case years ago - a call out."

"You operate in a unique environment and despite the challenges this brings you seem to have an effective and efficient service."

"Because everyone involved in this service provision are doing their level best to serve the communities and continue to be prepared to put their lives at risk for us. We just need to make sure they know how valuable and valued they are."

The remaining nine (7%) chose the 'neither' option, which tended to be because they had not had much engagement with the service.

11. Other Comments

We gave respondents an opportunity to raise anything else they wished to raise in Q14. *Do you have any additional comments that you would like us to consider in relation to the development of our CRMP?* This was an open question which has been analysed.

23 respondents provided additional comments in response to this question. These comments included a repeated request for the service to maintain crew levels on the islands:

"There is a need to retain enough people on the islands who can respond in the event of an emergency."

Repeated requests to address access for emergency vehicles:

"Increase awareness of keeping roads accessible for emergency services."

And a couple of respondents also flagged the need to ensure effective links to the Council's Planning department so that the service have a say in ensuring all future developments follow fire safety regulations.

"Reiterate the need for close contact with the Planning Department concerning access, water etc. Also, to act on information offered concerning developments that do not go through planning and therefore present a hazard and potential for risk."

Other comments in response to this question included ensuring sprinklers are in all properties, taking on other emergency service roles, offering controlled demonstrations, support with the cost of living, addressing a lack of awareness amongst the community, providing visitors with information on fire hazards, avoiding too much reliance on the mainland (local knowledge and training is important), dealing with wildfires, rainwater collection, and planning for incidents on boats/vessels.

12. Conclusions

- The approach to the consultation worked well in that the crews were active in raising awareness and this helped to achieve a good response rate, particularly across the off islands. Analysis of the respondent profile showed that it was fairly representative of the population as a whole.
- We would recommend in future continuing with early engagement of crews in the process, continuing with both paper and online versions of the questionnaire, and engaging earlier with the Council's communications team.
- Respondents are very satisfied with the current levels of service they receive. They outline a clear set of views on the priorities for the service over the next three years, which includes maintaining current service levels and dealing with incidents efficiently, continuing/increasing the focus on community education – and in particular the home fire safety checks. Training and equipment were also recognised as important by the community. The Community Risk Management Plan will need to ensure these priorities are clearly visible in the plan and that mechanisms to update the community regularly on progress in these areas are explored– perhaps annually on the Council's website and via leaflets/noticeboards, and then more informally with regular open days/events and social media posts.
- The consultation clearly raised some concerns from the community which will need consideration over the lifetime of the CRMP. Namely (1) maintaining services and crew levels on the off islands and ensuring that arrangements are in place (e.g. availability of transport) should incidents arise that need extra support from St Mary's; (2) addressing concerns around access for emergency vehicles on the islands, with residents concerned that parking on narrow roads could cause access issues for emergency vehicles (made worse during the busy summer months); (3) limited access to chimney sweeps which may be impacting chimney fire safety; and (4) ensuring that landlords are taking their responsibilities for the safety of the tenants seriously.
- Most of the businesses on the islands are holiday lettings and farms and this was reflected in responses from business owners, who raised concerns around adhering to fire safety regulations, electrics and ensuring access to water/fire hydrants. So, fire safety audits will need to continue to support businesses with these concerns.
- Community engagement/education and home fire safety checks will need to focus on checking and advising on electrical equipment safety and wiring, advising on how to develop escape plans and regular checking of smoke alarms, fire safety around chimneys and wood burners, and will need to reassure people on water supply access in the event of incidents.

Appendix A: Consultation Questions

Q1. What do you think the priorities should be for the fire and rescue service on the islands over the next three years? (OPEN)

Q2. Are you the owner of a business on one of the islands? (Yes/No)

Q3. What type of business do you own? And do you have any concerns around fire safety for your business? (OPEN)

Q4. As a business owner, have you received a fire safety audit from us or one of our partners? (OPEN)

Q5. If you have received a fire safety audit, was it helpful? What did you do as a result? (OPEN)

Q6. What concerns (if any) do you have around fire safety at your home? (OPEN)

Q7. Have you received a Home Fire Safety Check from the fire service or one of our partners? Was it helpful? What did you do as a result? (OPEN)

Q8. What else could the fire service do to help residents with fire safety in the home? (OPEN)

Q9. Do you have a chimney that is regularly in use – for example, with an open fire or a woodburning stove? (Yes/No)

Q10. If you do have a chimney that is regularly in use, have you had it swept in the past six months? (Yes/No)

Q11. Is there a reason why you have not had your chimney swept in the past six months? (OPEN)

Q12. How can the fire service keep you up to date on the progress we are making against our Community Risk Management Plan? What information would you be interested in? Where would you go for this information? (OPEN)

Q13. How might the fire service attract a new and diverse range of people through its recruitment? (OPEN)

Q14. Do you have any additional comments that you would like us to consider in relation to the development of our Community Risk Management Plan? (OPEN)

Q15. How satisfied are you with the services we provide? ('very satisfied', 'somewhat satisfied', 'neither satisfied nor dissatisfied', 'somewhat dissatisfied', or 'very dissatisfied')

Q16. Please explain why you say this (so that we can take this into account in our future plans)?

Appendix B: Optional 'About You' Questions

Q17. In which role(s) are you responding to this consultation? *Tick all that apply.*

- I am a resident of the Isles of Scilly
- I represent/own a local business
- I represent a voluntary and community sector (VCS) organisation
- I represent another stakeholder e.g. Police, Health, etc.
- I am an employee of the Council of the Isles of Scilly
- Other (please specify):

Q18. Which island do you live on? *Please tick one only.*

- Bryher
- St Agnes
- St Martin's
- St Mary's
- Tresco

Q19. How do you describe your sex/gender? *Please tick one only.*

- Female
- Gender fluid
- Intersex
- Male
- Non-binary
- Other (please specify):

Q20. Which of the following age bands do you fall into? *Please tick one only.*

- Under 19
- 60-69
- 20-29
- 70-79
- 30-39
- 80-89
- 40-49
- 90+
- 50-59

Q22. Do you consider yourself to have a disability? *Please tick one only.*

- Yes
- No

Q23. If you have answered yes, please select the definition(s) from the list below that best describes your impairment. *Please tick all that apply.*

- Learning disability/difficulty
- Long standing illness or health
- Mental health condition
- Physical or mobility impairment
- Sensory impairment
- Other condition (Cancer, HIV, Diabetes, Chronic heart disease or Epilepsy)

Question 27. Which of these best describes your ethnic group? *Tick one only.*

- Asian or Asian Cornish/British
- Black or Black Cornish/British
- Other ethnic group
- Cornish
- Mixed (e.g. White and Asian)
- White (e.g. British, Scottish)

Appendix C: Full list of priorities identified

Q1. What do you think the priorities should be for the fire and rescue service on the islands over the next three years? Open question. 110 responses.

Priority	No. of respondents	Percentage of Respondents
Maintaining services	35	31.8%
Maintaining crew levels	33	30.0%
Home fire safety	31	28.2%
Educating community	28	25.5%
Training firefighters	25	22.7%
Service on off islands	22	20.0%
Upgrading equipment	16	14.5%
Dealing with incidents	14	12.7%
Upgrading appliances	14	12.7%
Off island boating arrangements	12	10.9%
Response times	10	9.1%
More equipment	10	9.1%
Educating young people	9	8.2%
Address access for emergency vehicles	9	8.2%
Working with partners	8	7.3%
Business fire safety	8	7.3%
Public safety	6	5.5%
Ensuring firefighters on islands	5	4.5%
Taking on other emergency service	5	4.5%
Focus on high-risk properties	5	4.5%
Schools' engagement	4	3.6%
Visitor information on fire hazards	3	2.7%
Treat staff fairly	2	1.8%
Road safety	2	1.8%
Farm safety	2	1.8%
Safeguarding	2	1.8%
Environmental risks	2	1.8%
Maintain links with Cornwall fire service	2	1.8%
Maintaining equipment	2	1.8%
Efficient use of resources	1	0.9%
Upgrading fire buildings	1	0.9%
Improving understanding of risk	1	0.9%
Consider changing conditions	1	0.9%
Apprenticeships	1	0.9%
Risks associated with electric vehicles	1	0.9%
Wildfires	1	0.9%
Chemical/hazardous waste	1	0.9%
Chimney fire safety	1	0.9%
Enforcing building regs for new builds	1	0.9%
Focus on vulnerable adults	1	0.9%
More home fire safety checks	1	0.9%
Identifying flood risks	1	0.9%
Other	1	0.9%
Water supplies	1	0.9%

Appendix D: Full list of home fire safety concerns

Q6. What concerns (if any) do you have around fire safety at your home? Open question. 119 responses with 53 having concerns around fire safety in the home.

Home Fire Safety Concerns	No. of respondents with concerns	Percentage of Respondents with concerns
Electrical equipment	10	19%
Escaping from rooms/fire exits	8	15%
Regular checking of smoke alarms	7	13%
Poor wiring	6	11%
Access to water supply	5	9%
Chimney fire safety	5	9%
Safety of wood burners	5	9%
Lack of firefighting equipment	3	6%
Carbon monoxide testers not working	2	4%
Fire alarms don't work	2	4%
Building construction (flammable)	2	4%
Address access for emergency vehicles	2	4%
Risks of carbon monoxide	2	4%
Access to fire appliances	1	2%
Proximity to high-risk properties	1	2%
Lack of awareness amongst the community	1	2%
Poor phone signal (for emergencies)	1	2%
Access to property due to clutter	1	2%
Children	1	2%
Candle safety	1	2%
Free firefighting equipment	1	2%
Number of fire alarms	1	2%