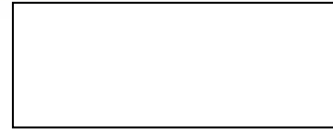




**Corporate Plan and Integrated Risk
Management Plan & Budget Consultation
2008/09 – Business Community**



Dear Proprietor,

ID for office use only

Every Fire & Rescue Service is required to produce a Corporate Plan and Integrated Risk Management Plan (IRMP) which sets out its plans and priorities for the forthcoming year.

Cheshire Fire Authority has now published its draft plan (IRMP 5) for 2008/09 which contains a number of proposals which are currently being sent out to a wide range of interested groups and organisations.

The Plan is our key strategic document which sets out how our vision can be achieved, the resources needed and the targets and milestones used to measure progress.

As the public body responsible for providing a fire and rescue service to the businesses and communities in Cheshire, Halton and Warrington, the Fire Authority must maximise the use of its resources. Effective risk management is, therefore, critical in deciding how we prioritise our response to best protect the safety of local businesses and residents.

As a valued member of our business community, we are keen to find out your views on our proposals within IRMP 5 and we are also keen to find out if you have had contact with us in the last 12 months and if the reason for that contact met with your approval by asking you to complete the enclosed questionnaire.

For your convenience, we have enclosed a paper version of the questionnaire which you can return to our FREEPOST Cheshire Fire Consultation address or alternatively, you can complete it online via our website – www.cheshirefire.gov.uk but please ensure that you complete the questionnaire for businesses.

To help you in completing the survey we have attached a brief summary of the plan which provides some background information about the proposals.

- 2 -

We would be grateful if you can complete your questionnaire by no later than **Monday 7th January 2008.**

Thank you for your time and we look forward to hearing your views on our proposals within IRMP 5 and hearing how you feel we can improve our service.

Yours faithfully

A handwritten signature in black ink, appearing to read 'S McGuirk', with a large, sweeping flourish underneath.

Steve McGuirk
Chief Fire Officer



Questionnaire for Businesses
Corporate Plan and Integrated Risk Management Plan,
Budget & Satisfaction Consultation 2008/09

As a valued member of the business community, your views are very important to us, therefore please can we ask you to take the time to complete this short questionnaire regarding our draft Corporate Plan & Integrated Risk Management Plan, Budget and Satisfaction survey and return it to us by no later than **Monday 7th January 2008**.

Before completing the questionnaire, please read the enclosed summary document which will give you more information and background to our proposals.

We are keen to establish how strongly you agree/disagree with our proposals and would be very grateful if you could place an **X** in the most relevant box.

IRMP 5 KEY PROPOSALS 2008/09

Section 1 - Corporate Services

Local Government Reorganisation in Cheshire

Q1) The Authority intends to devote resources to ensure the Service's role and responsibilities are fully considered as the new local government arrangements in Cheshire are set up.

How strongly do you agree/disagree with this proposal?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

The Environment & Corporate Social Responsibility

Q2) To what extent do you agree that the Service should invest in reducing its environmental impact, even if it involves spending more money initially?

How strongly do you agree/disagree with this proposal?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

Q3) Please rank the following priorities 1 to 4 in order of which you think is the most important for the Service to tackle.

Reducing our energy consumption	[]
Reducing our carbon dioxide emissions	[]
Increasing our recycling	[]
Reducing the impact of our work on the environment	[]

Please feel free to make any additional comments about section 1.

Section 2 – Community Risk Reduction

Access to Critical Information

- Q4) To help us tackle business fires and improve firefighter safety, we will invest in resources to improve how we record and access information about the building and structure of commercial premises.

How strongly do you agree/disagree with this proposal?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

Sprinkler Campaign

- Q5) We will re-launch our sprinkler campaign, with a particular focus on high risk premises such as schools and major domestic and commercial premises.

How strongly do you agree/disagree with this proposal?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

Please feel free to make any additional comments section 2.

Section 3 – Emergency Response

Improved Vehicle Replacement Programme

- Q6) We intend our future vehicle replacement programme to be based on local risk analysis so that we have a wide range of firefighting vehicles to meet local needs. This will include midi fire appliances (TRVs) and appliances which combine a standard appliance and a hydraulic platform.

How strongly do you agree/disagree with this proposal?

- | | |
|----------------------------|-----|
| Strongly agree | [] |
| Agree | [] |
| Neither agree nor disagree | [] |
| Disagree | [] |
| Strongly disagree | [] |

Please feel free to make any additional comments about section 3.

Section 4 – Budget Consultation

Budget Consultation

- Q7) In 2007/08, Cheshire Fire Authority set the lowest Council Tax increase of any fire authority in the country. It is intending to limit any increase in next year's bill to 3%.**

To what extent do you agree that the increase is reasonable?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

- Q8) New projects and developments in recent IRMPs have been funded Entirely by efficiencies or savings elsewhere in the Service. While The Authority recognises the impact on Council Taxpayers, in future years some future proposals to improve the safety of both our staff and local communities may require new funding.**

To what extent do you agree with this proposal?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

- Q9) The Authority continues to invest as much resources into preventing fires and emergencies as it does in providing an emergency response.**

To what extent do you agree with this approach?

Strongly agree	[]
Agree	[]
Neither agree nor disagree	[]
Disagree	[]
Strongly disagree	[]

Please feel free to make any additional comments about section 4.

Section 5 – Satisfaction Monitoring Form for Businesses

We are keen to continually review and improve the service that we provide to the business community in order to provide an outstanding service to the business community. Therefore we would be very grateful if you would spare a few minutes to complete this short satisfaction questionnaire by placing an **X** in the most relevant box. Thank you for your co-operation.

Section 1 - Contact with Cheshire Fire & Rescue Service

We are trying to determine if you have been in contact with a Fire Protection Officer in the last 12 months and if you were satisfied with the service that you received. Therefore please answer the following questions:

Q10) Have you personally or a member of your team been in contact with a Community Fire Protection Officer in the last 12 months?

Yes []
No []

Q11 Please can you give brief details below about why you contacted a Community Fire Protection Officer?

Q12 If you have answered yes to Q10, please tell us how satisfied you were with the Service that you received from our Community Fire Protection Officer?

Very Satisfied	[]
Fairly Satisfied	[]
Satisfied	[]
Fairly Dissatisfied	[]
Very Dissatisfied	[]

Q13) In your opinion, how can our Community Fire Protection Officers improve the service that they provide to members of the business community, please give brief details below?

Q14) Please can you specify how you would prefer to receive information and advice regarding changes in policy or to legislation?

Section 2 – The Fire Safety Order 2005

The Service is responsible for the implementation of the fire safety regulations under the Fire Safety Order 2005. We are reviewing the service we provide in relation to this specific subject and would appreciate your view on the following questions:

Q15) Have you personally or a member of your team been in contact with the Service's Fire Regulation Department in the last 12 months regarding the Fire Safety Order 2005?

Yes []
No []

Q16) If you have answered yes to Q15, please tell us how satisfied you were with the service that you received from our Fire Regulation Department?

Very Satisfied []
Fairly Satisfied []
Satisfied []
Fairly Dissatisfied []
Very Dissatisfied []

Q17) From the contact you have had with the Fire Regulation Department, have you found them helpful and committed to your needs?

Yes []
No []

Q18) Do you agree that the role of the Fire Regulation Department is at the correct level for your organisation?

Yes []
No []

Q19) In your opinion, how can the Fire Regulation Department improve the service that they provide to members of the business community? please give brief details below.

Q20) Our main key objective is to make buildings safer from fire. How do you think that we can improve our current performance? Please give brief details below.

Thank you for your time.

Please return this postal questionnaire in the enclosed **FREEPOST** envelope or alternatively, complete our online form for businesses which can be found on our website – www.cheshirefire.gov.uk