

Norfolk Fire and Rescue's plan to keep people in Norfolk safe.

Tell us what you think



This is an Easy Read survey. If you need help reading this survey, call us on **0344 800 8020** and someone will help you.

What we are doing



Norfolk Fire and Rescue Service is writing a new plan to keep people in Norfolk safe.

This is called the **Community Risk Management Plan**.



The Fire and Rescue Service helps keep people in Norfolk safe in lots of ways.

For example, when there is:

- A fire
- A flood
- An accident on the roads



We want to know what you think about our new plan.

Taking part



You don't have to answer all the questions.



You don't have to tell us your name or anything about you.



We must keep your information safe by law.



We will not share your information with people who don't work for us.



If you have a question about how we keep your information safe, call us on **0344 800 8020**.

About our plan



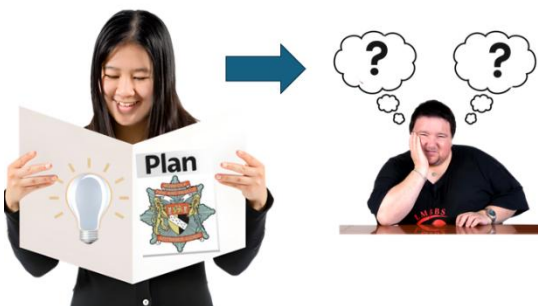
There are **8** ideas in our plan.



We think these ideas will help keep people in Norfolk safe.



You can now read about our ideas and tell us if you think they are good or bad.



You can also tell us if you don't know if these are good or bad ideas.

Idea 1 – Making roads safer



We want to stop people getting hurt on the roads in Norfolk.



We will do this by helping people know how to drive safely.

Do you think Idea 1 is good or bad?

☒ Tick 1 box

☐ Good idea 

☐ Bad idea 

☐ Don't know 

Idea 2 – Stopping fires from happening



We want to make sure people are safe if there is a fire in their home or near where they live or work.



We will make sure people know how to stop a fire from starting.



We will make sure people know what to do if a fire starts.

Do you think Idea 2 is good or bad?

☒ Tick 1 box

☐

Good idea

☐

Bad idea

☐

Don't know



Idea 3 – Making sure buildings are safe



We want to make sure people are safe from fires in buildings used by lots of people.



We will make sure people who own buildings keep people safe from fires.



We will make sure people know to get out of a building if there is a fire.



We will make sure firefighters can put out fires in tall buildings.

Do you think Idea 3 is good or bad?

☒ Tick 1 box

☐ Good idea 

☐ Bad idea 

☐ Don't know 

Idea 4 – Responding to different emergencies



We want to have firefighters ready to help you all the time.



We will make sure our firefighters know how to put out different kinds of fires.

- For example, when batteries cause a very hot fire.



We will make sure you can be found quickly if you call **999**.

Do you think Idea 4 is good or bad?

☒ Tick 1 box

☐ Good idea 

☐ Bad idea 

☐ Don't know 

Idea 5 – Making sure we are ready to help if the weather changes



The weather is changing.



Sometimes it is very hot so there are big fires outside.



Sometimes there is lots of rain
and there are floods.



We will make sure we are
ready to help when fires or
floods are caused by weather
changes.

Do you think Idea 5 is good or bad?



Tick 1 box

☐

Good idea

☐

Bad idea

☐

Don't know



Idea 6 – Making sure the people who work for us are safe.



Lots of different people work for us.



We will make sure all the people who work for us are safe at work.



We will make sure the people who work for us know how to keep you safe when you need them.



We will make sure the people who work for us respect and care for everyone.

Do you think Idea 6 is good or bad?

☒ Tick 1 box

☐ Good idea 

☐ Bad idea 

☐ Don't know 

Idea 7 – Making sure our fire stations keep everyone safe



Some of our Fire Stations are old.

We want to make sure we have:

- Fire stations that keep people safe.
- Fire stations that are nicer places for everyone to work.



Do you think Idea 7 is good or bad?



Tick 1 box

☐

Good idea

☐

Bad idea

☐

Don't know



Idea 8 – Working together with other people



We want to work with the Ambulance Service to help people who have stopped breathing.



Sometimes we can get to the person before the Ambulance and help them.



We also want to work together with others to find more ways to keep people in Norfolk safe.

Do you think Idea 8 is good or bad?

☒ Tick 1 box

☐ Good idea 

☐ Bad idea 

☐ Don't know 

Tell us what you think



If there is anything else you would like to tell us about our ideas, write it in this box below.



Questions about you



It is helpful to know more about you. This helps us to see if different people think our ideas are good or bad.



You do not have to answer these questions.



If you answer these questions, we will keep your information safe. We will not share your answers with anyone.



Question 1: How old are you?

Please write your age in the box below.



Question 2: Are any of these true for you?

- ☐ I have a disability
- ☐ I have had a health condition for a long time
- ☐ None of these
- ☐ I don't want to say



Question 3: What is your ethnicity?

Ethnicity is your race or background.

For example, you may be Black, White or Asian or have another ethnicity.

☒ Please tick 1 box

☐ White or White British

☐ Asian or Asian British

☐ Black, Black British, Black Caribbean or African

☐ Mixed or multiple ethnic groups

☐ Another ethnic group

☐ I don't want to say



Question 4: Do you look after someone?

☐ No

☐ Yes – children with a special educational need or disability

☐ Yes – children without a special educational need or disability

☐ Yes – older family members / adults

☐ Yes – disabled adult(s)



Question 5: What is your first language?

☐ I speak English



If another language is your first language, please write the name of it in the box below.



What happens next



We will use your answers to help us decide if our Plan is good.



We may change the Plan when people have told us what they think about our ideas.



Norfolk County Council will decide whether to change or agree the Plan in **March 2026**.

How to send us your answers



Put the survey in an envelope.



You do not need to put a stamp on the envelope.



Put this address on the envelope.



CRMP CONSULTATION FEEDBACK
Freepost RTCL-XSTT-JZSK
County Hall
Martineau Lane
Norwich
NR1 2DH



Post this survey back to us by

26 November 2025

If you have more questions



If you have more questions,
you can contact us:



Phone: 0344 800 8020



Email:

haveyoursay@norfolk.gov.uk



Text Relay:

18001 0344 800 8020



You can ask us for this
document in large print, audio,
Braille, or a different format.

You can ask us for this
information in a different
language.