

**CONSULTATION: DRAFT SFRS STRATEGY 2025-28**

**OVERVIEW**  
The Scottish Fire and Rescue Service (SFRS) invites you to share your views on our draft [**SFRS Strategy 2025-28**](https://firescotland.citizenspace.com/++preview++/planning-and-performance/draft-sfrs-strategy-2025-28/supporting_documents/SFRS_Draft_StategicPlan202528_v1_DIGITAL.pdf).

This document sets our direction for the next three years and is an important step towards our [Long-Term Vision](https://www.firescotland.gov.uk/publications/document/?id=513) as a Service.

To manage known Service risks and achieve our ambitions, we have identified five key strategic objectives for the Service.  Each objective holds equal value in driving our Strategy forward.

The Strategy also sets out the outcomes we will pursue to meet our objectives.

Our Strategy sets our direction. The detail of how we will deliver it will be included in our Three-Year Delivery Plan.  This is a rolling planning document that details the activities we plan to undertake over the duration of the Strategy.

Development of the Three-Year Delivery Plan will take place once we know we have our Strategy right.

**Closes 2 April 2025**

Opened 5 February 2025

-----------------------------**Contact**Louise Patrick  
  
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**WHY WE ARE CONSULTING**

Your opinion matters.

This is your Service and we want to hear your views on our ambition to balance national priorities with the needs of local communities – now and in the future.

**The consultation closes at midnight on Wednesday 2 April 2025.**

**GIVE US YOUR VIEWS**  
Please take five minutes to complete our short questionnaire below.   
  
You can send us your feedback by completing these consultation questions and emailing them to:   
  
[SFRS.StrategicPlanning@firescotland.gov.uk](mailto:SFRS.StrategicPlanning@firescotland.gov.uk).

Thank you.

**ABOUT YOU**

**1.** What is your name?  
(Optional)

|  |
| --- |
|  |

**2.** What is your email address?  
(Optional)

|  |
| --- |
|  |

**3.** To help us analyse all feedback, please tell us if you are responding as a:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | member of the public |  |  | local authority |
|  | member of SFRS staff |  |  | emergency services organisation |
|  | Third sector or voluntary organisation |  |  | Further education / Higher education |
|  | Business / Commercial |  |  | Health Sector |
|  |  |  |  | Other |

**4.** If you are responding on behalf of an organisation please state the name of the organisation:

|  |
| --- |
|  |

**5.** If you are responding as an individual, please provide **the first part** of your postcode e.g. G77, EH34:

|  |
| --- |
|  |

**6.** We would like your permission to publish your consultation response. Please let us know if you are happy for us to publish your response.

*Please note your privacy will be protected. All responses will be anonymised before publication.*

|  |  |
| --- | --- |
|  | Publish my response |

|  |  |
| --- | --- |
|  | Do not publish my response |

**OUR OBJECTIVES AND OUTCOMES**

To manage known Service risks and achieve our ambitions, we have identified five key strategic objectives and outcomes for the Service.

Each objective holds equal value in driving our Strategy forward and has an associated outcome.

**Objective: Safer Communities through Prevention**

**7.** Looking at this Objective (Safer Communities through Prevention), to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**Outcome: Through our work, in partnership with communities and other organisations, the safety and wellbeing of the people of Scotland continually improves.**

**8**. Looking at this Outcome, to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**9**. Are there any other comments you would like to make about this Objective or Outcome?

|  |
| --- |
|  |

**Objective: Safe and Effective Response**

**10.** Looking at this Objective (Safe and Effective Response), to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**Outcome: We are a leading Fire and Rescue Service where our communities and people are safe.**

**11**. Looking at this Outcome, to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**12**. Are there any other comments you would like to make about this Objective or Outcome?

|  |
| --- |
|  |

**Objective: Investing in our People**

**13**. Looking at this Objective (Investing in our People), to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**Outcome: Our people feel valued and supported by SFRS in a culture that embraces diversity and inclusion, empowerment and accountability and drives joined up working.**

**14**. Looking at this Outcome, to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**15.** Are there any other comments you would like to make about this Objectives or Outcome?

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**Objectives: Improving Performance**

**16**. Looking at this Objective (Improving Performance), to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**Outcome: We will continuously improve our organisational performance, productivity, and resilience.**

**17**. Looking at this Outcome, to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**18**. Are there any other comments you would like to make about this Objective or Outcome?

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**Objective: Innovation and Investment**

**19**. Looking at this Objective (Innovation and Investment), to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**Outcome: We are more innovative and achieve sustained investment in our technology, equipment, estate, and fleet, making us more effective and efficient.**

**20**. Looking at this Outcome, to what extent do you agree it should be included in the SFRS Strategy 2025-28?

|  |  |
| --- | --- |
| Strongly Agree |  |
| Agree |  |
| Disagree |  |
| Strongly Disagree |  |
| Prefer not to say |  |

**21**. Are there any other comments you would like to make about this Objective or Outcome?

|  |
| --- |
|  |

**22.** Are there any other comments you would like to make about the draft SFRS Strategy 2025-28?

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**MORE ABOUT YOU**

We would like to ask a few more questions about you. We have a duty to meet the needs of people across our diverse communities and it would help us to understand the reach of our consultation exercise by knowing the range of people who gave us feedback. The Equality Act 2010 requires that we provide equal access to our services to all of Scotland’s diverse communities and one way we can assess and demonstrate this is by collecting data.

The information we gather in this part of the survey will be used to help us understand the different priorities various community groups may have.

We have based our monitoring questions on the categories in the 2022 Scottish census. We will not use this information for any other purpose.

We monitor feedback to determine whether our services are accessible. In addition, we consider whether our policies have a disproportionate, unfair or positive impact on particular groups, and also whether those groups are satisfied with the services they receive.

**This section is optional, but we would be very grateful for your participation. Any responses you do provide will be anonymised.**

Please select only one answer for each question below.

**23. Your age:**

What is your age:

|  |  |
| --- | --- |
| Under 16 |  |
| 16-21 |  |
| 22-30 |  |
| 31-39 |  |
| 40-49 |  |
| 50-59 |  |
| 60-69 |  |
| 70-79 |  |
| 80+ |  |
| Prefer not to say |  |

**24. Sex:**

What is your sex:

|  |  |
| --- | --- |
| Female |  |
| Male |  |
| Prefer not to say |  |

**25. Trans**

Do you consider yourself to be trans or have trans history e.g., trans man, trans woman, non-binary:

|  |  |
| --- | --- |
| Yes |  |
| No |  |
| Prefer not to say |  |

**26. Your sexual orientation**

Which of the following best describes your sexual orientation:

|  |  |
| --- | --- |
| Straight/ Heterosexual |  |
| Gay or Lesbian |  |
| Bi |  |
| Prefer not to say |  |
| Other sexual orientation (please write below): |  |

|  |
| --- |
|  |

**27. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?**

|  |  |
| --- | --- |
| Yes – if yes, please answer Questions 28 and 29 |  |
| No – please go to Question 30 |  |
| Prefer not to say |  |

**28. Do any of these conditions or illnesses affect you in any of the following areas?**

|  |  |
| --- | --- |
| Vision (for example blindness or partial sight) |  |
| Hearing (for example deafness or partial hearing) |  |
| Mobility (for example walking short distances or climbing stairs) |  |
| Dexterity (for example lifting or carrying objects or using a keyboard) |  |
| Learning or understanding or concentrating |  |
| Memory |  |
| Mental Health |  |
| Stamina or breathing or fatigue |  |
| Socially or behaviourally (for example associated with autism spectrum disorder (ASD) which includes Asperger's, or attention deficit hyperactivity disorder (ADHD) |  |
| Prefer not to say |  |
| Other (please write below) |  |

|  |
| --- |
|  |

**29. Does your condition or illness/do any of your conditions or illnesses reduce your ability to carry-out day-to-day activities?**

|  |  |
| --- | --- |
| Yes, a lot |  |
| Yes, a little |  |
| Not at all |  |
| Prefer not to say |  |

**30. Caring responsibilities**

Do you have caring responsibilities? (please tick all that apply)

|  |  |
| --- | --- |
| Yes – children under 17 |  |
| Yes – Elderly dependent |  |
| Yes – Person with a disability |  |
| Yes – I am a foster carer |  |
| Yes – I provide kinship care |  |
| No caring responsibilities |  |
| I am care experienced myself |  |
| Prefer not to answer |  |

**31. Care Experienced**

Please tell us if you are care experienced:

Care experienced means anyone who has been, or is currently, in care or from a looked-after background at any stage of their life, no matter how short a period. This care may have been provided in one of many different settings such as residential care, foster care, kinship care or looked after at home with a supervision requirement.

|  |  |
| --- | --- |
| I am a foster carer |  |
| I provide kinship care |  |
| I am care experienced myself |  |

**32. Ethnicity**

What it your ethnic group?

Choose one section from A to F, then tick one box which best describes your ethnic group or background.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **White** | | | | |
| Scottish |  | Polish |  | |
| Other British |  | Gypsy/Traveller |  | |
| Irish |  | Roma |  | |
| Showman/Showwoman |  | Other white ethnic group (please write i  n the box below) |  | |
| 1. **Mixed or multiple ethnic groups** | | | | |
| Any mixed or multiple ethnic groups (please write in the box below) | | |  | |
| 1. **Asian, Scottish Asian, or British Asian** | | | | |
| Pakistani, Scottish Pakistani or British Pakistani |  | Indian, Scottish Indian or British Indian |  | |
| Bangladeshi, Scottish Bangladeshi or British Bangladeshi |  | Chinese, Scottish Chinese or British Chinese |  | |
| Other (please write in the box below) | | |  | |
| 1. **African, Scottish African, or British African** | | | | |
| African, Scottish African, or British African (please write in the box below) | | |  | |
| Other (please write in the box below) | | | | |
| 1. **Caribbean or Black** | | | | |
| Caribbean or Black (please write below e.g., Scottish Caribbean or Black Scottish) | | |  | |
| Other (please write in the box below) | | | | |
| 1. **Other ethnic group** | | | | |
| Arab, Scottish Arab or British Arab | | | |  |
| Other (please write in the box below e.g., Sikh, Jewish) | | | |  |
| Prefer not to say | | | |  |

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**33. Religion or belief:**

**What religion, religious denomination or body do you belong to?**

|  |  |  |  |
| --- | --- | --- | --- |
| Buddhist |  | Church of Scotland |  |
| Hindu |  | Jewish |  |
| Muslim, write school or denomination below |  | Other Christian (please write in the box below) |  |
| Pagan |  | Roman Catholic |  |
| Sikh |  | Another religion or body (please write in the box below) |  |
| None |  | Prefer not to say |  |

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**PUBLISHING / PRIVACY STATEMENT**

SFRS is committed to protecting your privacy when you use our services.  Our Privacy Notice, found at the bottom of the page, explains how we use information about you and how we protect your privacy.  
  
The survey is a way of finding out your views about our draft SFRS Strategy 2025-28 and the Objectives and Outcomes we aim to achieve between 2025 and 2028.The data collected within the survey will be protected in line with the General Data Protection Regulations and Data Protection Act 2018.  
  
Your participation in this is entirely voluntary and you can withdraw at any time.

We believe there are no known risks associated with this consultation; however, as with any online related activity, the risk of a data breach is always possible.  To the best of our ability your answers in this survey will remain confidential and we will do everything we can to minimise any risks.   
  
If you have any queries in relation to your personal data, please contact [SFRS.GDPR@firescotland.gov.uk](mailto:SFRS.GDPR@firescotland.gov.uk).