

Quality of Service Questionnaire

Qtr's 1-4 2005/06

Frequencies for Fife Fire and Rescue Service

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Opinion Research Services

Spin-out Company of the
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Fife Fire and Rescue Service Quality of Service Survey 2005/06

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1. Project Overview

The Survey

1.1 Report Contents

This document contains Frequencies for the 2005/06 Fife Fire and Rescue Service Quality of Service Survey. The data in this volume is also available electronically.

1.2 Other Volumes Available

- Verbatim answers given by respondents to open-ended questions

1.3 Survey Contents

The survey contained questions on the following topics:

- Initial Contact
- At the Scene
- Information and Advice
- Overall Service

The questionnaire was distributed to selected incidents by Fife Fire and Rescue Service. The cut-off date for returned questionnaires was 31st May 2006.

Survey Response

126 completed questionnaires were returned.

The tables on the following pages show the profiles of the responses to the survey.

*Please note * denotes a percentage which is less than 1%*

Gender – Residential properties only	Number of cases	Valid %
Male	30	43%
Female	39	57%
Not Known	9	-

Figure 1: Gender – Residential Respondents

Note: Figures may not sum due to rounding

Age – Residential properties only	Number of cases	Valid %
15 to 17	-	-
18 to 24	16	24%
25 to 39	14	21%
40 to 59	20	29%
60 to 74	6	9%
75 or over	12	18%
Not Known	10	-

Figure 2: Age – Residential Respondents

Note: Figures may not sum due to rounding

Household Type – Residential properties only	Number of cases	Valid %
Households with children	28	41%
Households without children	40	59%
Not Known	10	-

Figure 3: Household Type – Residential Respondents

Note: Figures may not sum due to rounding

Employment Status – Residential properties only	Number of cases	Valid %
Working - full-time employee	26	38%
Working – part-time employee	21	31%
Not at all	21	31%
Not Known	10	-

Figure 4: Employment Status – Residential Respondents

Note: Figures may not sum due to rounding

Ethnic Origin – Residential properties only	Number of cases	Valid %
White	70	99%
Non-White	1	1%
Not Known	7	-

Figure 5: Ethnic Origin – Residential Respondents

Note: Figures may not sum due to rounding

Housing Tenure – Residential properties only	Number of cases	Valid %
Owner	40	56%
Rented Privately	6	8%
Rented from Housing Association	7	10%
Rented from Council	18	25%
Another Type of Housing	1	1%
Not Known	6	-

Figure 6: Housing Tenure – Residential Respondents

Note: Figures may not sum due to rounding

2. Interpreting Data - A User's Guide

General

2.1 Valid Data

In a perfect world, respondents to questionnaires would answer every question – but in practice some questions are left blank and sometimes respondents refuse to answer specific questions or say that they “do not know”.

When analysing responses to a questionnaire the data that we consider is the ‘valid data’ – the views of respondents who expressed an opinion.

A01 Is this your only home?

	<i>Count</i>	<i>Total%</i>	<i>Count</i>	<i>Valid%</i>
Not answered	25	25	-	-
Yes	50	50	50	67
No	25	25	25	33
Total	100	100	75	100

In the above example, 100 people returned a questionnaire and for question A01: 50 answered yes; 25 answered no; and the remaining 25 did not answer. This yielded a 50%, 25% and 25% percentage split respectively. However, we are not interested in the respondents who did not answer the question therefore we only consider those who expressed an opinion (i.e. stated yes or no). This is the ‘valid data’.

If we consider question A01 above, 75 of the 100 responses should be considered ‘valid data’. The percentage splits can then be calculated as 67% for yes (50 out of 75) and 33% for no (25 out of 75).

All analysis uses only ‘valid data’. For this reason the population labelled as ‘Count’ should be noted, as when this number drops so does the statistical significance of the result.

Basic Data Tables

2.2 Frequency Tables

For questions requiring a single answer from the respondent, basic analysis is produced in frequency tables. The tables display the full range of answers given with details of counts and percentages. The percentages are shown in two ways: first, as a proportion of the number of questionnaires returned; and secondly as a proportion of the valid responses.

In the following example, reading from left to right, the full range of answers given as a proportion of questionnaires returned are shown in the second and third columns, while the valid counts and percentages are shown in the fourth and fifth columns of the table.

A02 How satisfied or dissatisfied are you with your home?

	<i>Count</i>	<i>Total%</i>	<i>Count</i>	<i>Valid%</i>
Not answered	20	20	-	-
Very satisfied	40	40	40	50
Fairly satisfied	20	20	20	25
Fairly dissatisfied	20	20	20	25
Very dissatisfied	0	0	0	0
Total	100	100	80	100

2.3 Multi-response Tables

Some questions are designed to gather more than one answer from the respondent. These questions are known as 'multi-response'. Respondents are asked a question and provided with a list of options from which they are allowed to select more than one.

In the following example, the number of people who gave at least one valid answer to the question is shown as the 'respondent count' (which in this case was 50). The respondent count does not necessarily match the number of people who returned a questionnaire as some may have left this particular question blank, refused to answer, or said don't know. The example shows that all 50 respondents selected good salary; 25 selected good working conditions; and a further 25 selected job security.

All multi-response valid percentages for each option are calculated by dividing the total number of people who selected that option by the number of people who gave at least one valid answer to the question (the respondent count). In this example, the respondent count was 50, and 25 respondents selected good working conditions. Therefore the valid percentage for this option was 50%.

A03 What first attracted you to work with this company?

	<i>count</i>	<i>Valid%</i>
Good salary	50	100
Good working conditions	25	50
Job security	25	50
Respondent Count	50	
Total Number of Responses	100	

3. Frequencies for Fife Fire and Rescue Service

Cross-tabulation notes:

1. The following data may contain some questions where a large percentage of people have not given a valid response. This level of non-response should be taken into consideration when interpreting the results.
2. Furthermore where results are based on a small number of cases (that is usually less than around 70 respondents) please treat the results with caution as when the number of cases decrease the error on the result increases.

Classify Type of incident attended

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	1	1	-	-
FDR1	73	58	73	58
Chimney Fire	6	5	6	5
FDR2	2	2	2	2
Special Services	40	32	40	32
False alarm	4	3	4	3
Total	126	100	125	100

Commagri Type of premises incident occurred in

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Non-residential	48	38	48	38
Residential	78	62	78	62
Total	126	100	126	100

A02a Did you call the Emergency Services yourself?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	1	1	-	-
Yes	76	60	76	61
No	49	39	49	39
Total	126	100	125	100

A02b Which of the Emergency services were you connected with?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	5	4	-	-
Question not asked	50	40	-	-
Fire	70	56	70	99
Police	1	1	1	1
Total	126	100	71	100

A03aa If you spoke to the Fire Service, do you agree or disagree that the person was: Polite

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	9	7	-	-
Question not asked	52	41	-	-
Strongly Agree	56	44	56	86
Tend To Agree	9	7	9	14
Total	126	100	65	100



A03ab If you spoke to the Fire Service, do you agree or disagree that the person was: Helpful

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	14	11	-	-
Question not asked	52	41	-	-
Strongly Agree	52	41	52	87
Tend To Agree	6	5	6	10
Tend To Disagree	1	1	1	2
Strongly Disagree	1	1	1	2
Total	126	100	60	100

A03ac If you spoke to the Fire Service, do you agree or disagree that the person was: Efficient

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	12	10	-	-
Question not asked	52	41	-	-
Strongly Agree	54	43	54	87
Tend To Agree	7	6	7	11
Strongly Disagree	1	1	1	2
Total	126	100	62	100

A03ad If you spoke to the Fire Service, do you agree or disagree that the person was: Reassuring

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	13	10	-	-
Don't know	2	2	-	-
Question not asked	52	41	-	-
Strongly Agree	50	40	50	85
Tend To Agree	8	6	8	14
Tend To Disagree	1	1	1	2
Total	126	100	59	100

A03b Thinking about the initial contact with the Fire Service on the telephone, did we exceed, meet or fail to meet your expectations?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	5	4	-	-
Question not asked	52	41	-	-
Exceeded your expectations	34	27	34	49
Met your expectations	34	27	34	49
Failed to meet your expectations	1	1	1	1
Total	126	100	69	100

B01a In your opinion, was the arrival time of the Fire Service?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Don't know	8	6	-	-
Quicker than expected	59	47	59	50
As expected	52	41	52	44
Slower than expected	7	6	7	6
Total	126	100	118	100

B02a Thinking about the fire fighters at the scene, do you agree or disagree that they were? Polite

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Don't know	3	2	-	-
Strongly Agree	99	79	99	85
Tend To Agree	17	13	17	15
Total	126	100	116	100

B02b Thinking about the fire fighters at the scene, do you agree or disagree that they were? Helpful

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	9	7	-	-
Don't know	3	2	-	-
Strongly Agree	103	82	103	90
Tend To Agree	11	9	11	10
Total	126	100	114	100

B02c Thinking about the fire fighters at the scene, do you agree or disagree that they were? Informative

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	11	9	-	-
Don't know	4	3	-	-
Strongly Agree	93	74	93	84
Tend To Agree	16	13	16	14
Tend To Disagree	2	2	2	2
Total	126	100	111	100

B02d Thinking about the fire fighters at the scene, do you agree or disagree that they were? Efficient

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	8	6	-	-
Don't know	3	2	-	-
Strongly Agree	101	80	101	88
Tend To Agree	14	11	14	12
Total	126	100	115	100

B02e Thinking about the fire fighters at the scene, do you agree or disagree that they were? Sensitive

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	12	10	-	-
Don't know	5	4	-	-
Strongly Agree	91	72	91	83
Tend To Agree	17	13	17	16
Strongly Disagree	1	1	1	1
Total	126	100	109	100

B03a Were you kept fully informed of what was happening during the incident?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Yes	114	90	114	96
No	5	4	5	4
Total	126	100	119	100

B03b During your incident, would you have liked more information?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Yes	11	9	11	9
No	105	83	105	91
Total	126	100	116	100

B04a Do you feel the Fire service kept the effects of the incident to a minimum?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Yes	113	90	113	95
No	6	5	6	5
Total	126	100	119	100

C01a Did you receive a Fire service information/advice booklet after your incident?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	8	6	-	-
Yes	23	18	23	19
No	95	75	95	81
Total	126	100	118	100

C01af Did you receive a Fire service information/advice booklet after your incident? Of residential fire incidents only.

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	2	2	-	-
Question not asked	77	61	-	-
Yes	19	15	19	40
No	28	22	28	60
Total	126	100	47	100

C01b If No, would you like to have received a Fire Service advisory booklet?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Question not asked	27	21	-	-
Yes	39	31	39	44
No	50	40	50	56
Total	126	100	89	100

C01ca If Yes, do you agree or disagree that the Fire Service booklet was: Easy to understand

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Question not asked	103	82	-	-
Strongly Agree	19	15	19	83
Tend To Agree	4	3	4	17
Total	126	100	23	100

C01cb If Yes, do you agree or disagree that the Fire Service booklet was: Informative

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Question not asked	103	82	-	-
Strongly Agree	16	13	16	70
Tend To Agree	7	6	7	30
Total	126	100	23	100

C01cc If Yes, do you agree or disagree that the Fire Service booklet was: Helpful

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	1	1	-	-
Question not asked	103	82	-	-
Strongly Agree	16	13	16	73
Tend To Agree	6	5	6	27
Total	126	100	22	100

C01cd If Yes, do you agree or disagree that the Fire Service booklet was: Relevant

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Question not asked	103	82	-	-
Strongly Agree	15	12	15	65
Tend To Agree	8	6	8	35
Total	126	100	23	100

C02a Were you given any general fire safety advice by the Fire Service at the scene?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	13	10	-	-
Question not asked	45	36	-	-
Yes	38	30	38	56
No	30	24	30	44
Total	126	100	68	100

C02b If Yes, did you find the advice you were given helpful?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	2	2	-	-
Question not asked	86	68	-	-
Yes	38	30	38	100
Total	126	100	38	100

C03a Have you adopted any of the advice you were given?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Question not asked	86	68	-	-
Yes	37	29	37	93
No	3	2	3	8
Total	126	100	40	100

C04 Did the Fire Service contact you again (after the fire) to offer support and advice?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	12	10	-	-
Question not asked	45	36	-	-
Yes	14	11	14	20
No	55	44	55	80
Total	126	100	69	100

C05a Regardless of whether the Fire Service actually contacted you, would you have liked the Fire Service to offer further support and advice?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	13	10	-	-
Question not asked	45	36	-	-
Yes	20	16	20	29
No	48	38	48	71
Total	126	100	68	100

D01aa Looking at the following stages of your incident, did the quality of service exceed, meet or fail to meet your expectations: The Fire Service at the Scene.

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Exceeded your expectations	60	48	60	52
Met your expectations	56	44	56	48
Total	126	100	116	100

D01ab Looking at the following stages of your incident, did the quality of service exceed, meet or fail to meet your expectations: The Fire Service after your incident

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	34	27	-	-
Exceeded your expectations	31	25	31	34
Met your expectations	60	48	60	65
Failed to meet your expectations	1	1	1	1
Total	126	100	92	100

D02a Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire Service?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Don't know	1	1	-	-
Very Satisfied	107	85	107	91
Fairly Satisfied	10	8	10	8
Very Dissatisfied	1	1	1	1
Total	126	100	118	100

E01 What was your age on your last birthday?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Question not asked	48	38	-	-
18 to 24	16	13	16	24
25 to 39	14	11	14	21
40 to 59	20	16	20	29
60 to 74	6	5	6	9
75 or over	12	10	12	18
Total	126	100	68	100

E02 Are you?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	9	7	-	-
Question not asked	48	38	-	-
Male	30	24	30	43
Female	39	31	39	57
Total	126	100	69	100

E03 Are you working?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Question not asked	48	38	-	-
Full time (over 30hrs)	26	21	26	38
Part time (under 30hrs)	21	17	21	31
Not at all	21	17	21	31
Total	126	100	68	100

E04a Do you have any long-standing illness, disability or infirmity?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Question not asked	48	38	-	-
Yes	22	17	22	32
No	46	37	46	68
Total	126	100	68	100

E04b Does this illness or disability limit your activities in any way?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Question not asked	104	83	-	-
Yes	18	14	18	82
No	4	3	4	18
Total	126	100	22	100

E05 What do you consider your national identity to be?

	<i>count</i>	<i>Valid%</i>
British	18	25
English	1	1
Scottish	54	76
Respondent Count	71	
Total Number of Responses	73	

E06 To which of these groups do you consider you belong?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Question not asked	48	38	-	-
A-White British	70	56	70	99
D-Mixed White and Black African	1	1	1	1
Total	126	100	71	100

Ethnic To which of these groups do you consider you belong?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	7	6	-	-
Question not asked	48	38	-	-
White	70	56	70	99
Mixed	1	1	1	1
Total	126	100	71	100

E07 Is your home?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	6	5	-	-
Question not asked	48	38	-	-
A-Owned by you	40	32	40	56
B-Rented Privately	6	5	6	8
C-Rented from a Housing Association	7	6	7	10
D-Rented from the Council	18	14	18	25
E-Another Type of Housing	1	1	1	1
Total	126	100	72	100

E08 Which of the following best describes your household?

	<i>count</i>	<i>Total%</i>	<i>count</i>	<i>Valid%</i>
Not answered	10	8	-	-
Question not asked	48	38	-	-
A-Single person	27	21	27	40
B-Single parent	9	7	9	13
C-Adult couple no children	9	7	9	13
D-Adult couple with children	19	15	19	28
E-Group of adults	4	3	4	6
Total	126	100	68	100

Appendix A: Final Questionnaire





Quality of Service Survey

Ref:

For each question, put a cross in the appropriate box like this . Mark only one box for each question unless otherwise instructed. If you mark the wrong box, fill in the box and the correct one.

A Initial Contact

A1. Please write in (a) the nature/type of incident the Fire Service recently attended and (b) the type of premises in which the incident occurred.

(a) Nature/type of incident (e.g. fire, flood etc.).

(b) Type of premises the incident occurred in (e.g. house, garage, office etc.).

A2. Did you call the Emergency Services yourself?

Yes 1 → Please answer part (b) and following
No 2 → Please go to section B

(b) Which of the Emergency Services were you connected with? (please cross **one box only)**

Fire 1 Ambulance 3
Police 2 Coastguard 4

IF YOU DID NOT SPEAK TO THE FIRE SERVICE (EVEN THOUGH THEY ATTENDED THE INCIDENT), PLEASE MOVE TO SECTION B

A3. If you spoke to the Fire Service, do you agree or disagree that the person was ...?

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
Polite	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> DK
Helpful	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> DK
Efficient	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> DK
Reassuring	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> DK

(b) Thinking about the initial contact with the Fire Service on the telephone, did we exceed, meet, or fail to meet your expectations?

Exceeded your expectations 1 Met your expectations 2 Failed to meet your expectations 3

(c) If the Fire Service failed to meet your expectations, please explain why?

B At the Scene

B1. In your opinion, was the arrival time of the Fire Service...?

Quicker than expected 1 Slower than expected 3
As expected 2 Don't know DK

(b) If slower than expected, are there any comments you would like to make?

B2. Thinking about the fire fighters at the scene, do you agree or disagree that they were...?

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
Polite	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Helpful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Informative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK

B3. Were you kept fully informed of what was happening during the incident?

Yes 1 No 2

(b) During your incident, would you have liked more information?

Yes 1 No 2

B4. Do you feel the Fire Service kept the effects of the incident to a minimum?

Yes 1 → *Please move on to Section C*
 No 2 → *Please answer part (b)*

(b) If No, why not?

C Information and Advice

C1. Did you receive a Fire Service information/advice booklet after your incident?

Yes 1 → *Please answer parts (c) and (d)*
 No 2 → *Please answer part (b) then move to C2*

(b) If No, would you like to have received a Fire Service advisory booklet?

Yes 1 → *Please move on to C2*
 No 2 → *Please move on to C2*

(c) If Yes, do you agree or disagree that the Fire Service booklet was...?

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
Easy to understand.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Informative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Helpful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK
Relevant	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> DK

(d) What, if anything, could the Fire Service do to improve the booklet?

IF YOUR INCIDENT WAS A FIRE, PLEASE ANSWER C2-C6; OTHERWISE MOVE TO SECTION D

C2. Were you given any general fire safety advice by the Fire Service at the scene?

Yes 1 → *Please answer part (b) and following*
 No 2 → *Please move on to C4*

(b) If Yes, did you find the advice you were given helpful?

Yes 1 → *Please move on to C3*
 No 2 → *Please answer part (c) and following*

(c) If No, please explain why you did not find the advice helpful?

C3. Have you adopted any of the advice you were given?

Yes 1 → *Please move on to C4*
 No 2 → *Please answer part (b)*

(b) If No, please explain why you have not adopted any of the advice?

C4. Did the Fire Service contact you again (after the fire) to offer support and advice?

Yes ₁ No ₂

C5. Regardless of whether the Fire Service actually contacted you, would you have liked the Fire Service to offer further support and advice?

Yes ₁ → *Please answer part (b) and then move to C6*
No ₂ → *Please answer part (c) and then move to C6*

(b) If Yes, please explain why you would have liked the Fire Service to contact you?

(c) If No, please explain why you would not have wanted the Fire Service to contact you?

C6. If you would like further contact from the Fire Service, please make sure you fill in your details at the back of this questionnaire in question E10, indicating the issue(s) you would like to discuss.

D Overall Service

D1. Looking at the following stages of your incident, did the quality of service exceed, meet or fail to meet your expectations?

	Exceeded your expectations	Met your expectations	Failed to meet your expectations
The Fire Service at the Scene	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃
The Fire Service after your incident	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃

(b) If the Fire Service failed to meet your expectations, please explain why?

The Fire Service at the Scene

The Fire Service after your Incident

(c) Was there anything the Fire Service did particularly well?

D2. Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire Service.

Very Satisfied ₁ Fairly Dissatisfied ₃
Fairly Satisfied ₂ Very Dissatisfied ₄ Don't Know _{DK}

(b) Please mention up to three ways the Fire Service could improve its service to you?

(i)

(ii)

(iii)

E Personal Profile

IF YOUR INCIDENT WAS ON COMMERCIAL OR AGRICULTURAL PREMISES, PLEASE MOVE TO E9

E1. What was your age on your last birthday?

15 to 17 ₁ 25 to 39 ₃ 60 to 74 ₅
18 to 24 ₂ 40 to 59 ₄ 75 or over ₆

E2. Are you...?

Male ₁ Female ₂

E3. Are you working...?

Full-time (over 30hrs) 1 Part-time (under 30hrs) 2 Not at all 3

E4. Do you have any long-standing illness, disability or infirmity? *Long standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time*

Yes 1 → Answer part (b) and following questions
No 2 → Move on to question E5

(b) Does this illness or disability limit your activities in anyway?

Yes 1
No 2

E5. What do you consider your national identity to be?

British 1 Scottish 4
English 2 Welsh 5
Irish 3 Other (Please write in) 6

E6. To which of these groups do you consider you belong?

A. White

British 1
Any other White background (Please write in) 2

B. Mixed

White and Black Caribbean 3
White and Black African 4
White and Asian 5
Any other Mixed background (Please write in) 6

C. Asian or Asian British

Indian 7 Pakistani 8
Bangladeshi 9
Any other Asian background (Please write in) 10

D. Black or Black British

Caribbean 11 African 12
Any other Black background (Please write in) 13

E. Chinese or other ethnic group

Chinese 14
Any other background (Please write in) 15

E7. Is your home...?

Owned by you 1 Rented from a Rented from the Council 4
Rented privately 2 Housing Association 3 Another type of housing 5

E8. Which of the following best describes your household?

Single Person 1 Adult couple no children 3 Group of adults 5
Single Parent 2 Adult couple with children 4 Group of adults with children 6

E9. What is your full postcode?

Please note that this information will only be used for geographical analysis, and will not be released to anyone

E10. If you would like to take part in a possible Discussion Group in the future, or if you have any issues you would like to discuss from question C6, please fill in your name and address below.

Your personal details will be treated confidentially by the Fire Service under the principals of the Data Protection Act 1998 and only shared with ORS who process the information on the Fire Services behalf. The information supplied below will be passed on to the Fire Service, but will be treated confidentially.

Would like to take part in a Discussion Group 1 Would like to discuss an issue(s) further 2

Issue(s) to discuss:

Name:

Telephone Number:

Address:

Post Code:

E-mail:

**Please return this form in the FREEPOST envelope provided
Thank you for your time**