



**Quality of Service
After the Incident Survey
Domestic Incidents
Quarters 1-4, 2009-10**

**Results for
Gloucestershire Fire and Rescue Service**

Date of Issue: 19th May 2010

Opinion Research Services

Spin-out Company of the
University of Wales Swansea

Project Overview

The Survey

Report Contents

This document contains cumulative results for Quarters 1-4 of the Gloucestershire Fire and Rescue Services Quality of Service – Incidents in the Home Survey 2009/10. The data in this volume is also available electronically.

Survey Scope

The survey contained questions on the following topics:

- The Incident
- At the Scene
- Information and Advice
- Overall Service
- Previous Experience
- About You

Survey Response

85 completed questionnaires were returned

The tables on the following pages show the profile characteristics of respondents to the survey.

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

Gender – All Respondents	Number of cases	Valid %
Male	32	38%
Female	52	62%
Not Known	1	-

Figure 1: Gender – All Respondents
Note: Figures may not sum due to rounding

Age – All Respondents	Number of cases	Valid %
16-17	0	0%
18-24	4	5%
25-39	15	18%
40-59	35	41%
60-74	15	18%
75 and over	16	19%
Not Known	0	-

Figure 2: Age – All Respondents
Note: Figures may not sum due to rounding

Household Type – All Respondents	Number of cases	Valid %
Households with children	31	38%
Households without children	51	62%
Not Known	3	-

Figure 3: Household Type – All Respondents
Note: Figures may not sum due to rounding

Ethnic Origin – All Respondents	Number of cases	Valid %
White	82	98%
Non-White	2	2%
Not Known	1	-

Figure 4: Ethnic Origin – All Respondents
Note: Figures may not sum due to rounding

Long-standing Illness/Disability – All Respondents	Number of cases	Valid %
Long-standing illness/disability	27	34%
No long-standing illness/disability	52	66%
Not Known	6	-

Figure 5: Long-standing Illness/Disability – All Respondents

Note: Figures may not sum due to rounding

Housing Tenure – All Respondents	Number of cases	Valid %
Owner occupied	64	76%
Rented privately	4	5%
Rented from the Council	6	7%
Rented from a Housing Association	8	10%
Another type of housing	2	2%
Not Known	1	-

Figure 6: Housing Tenure – All Respondents

Note: Figures may not sum due to rounding

Interpreting Data – ORS Guide for Users

Introduction

This document gives a basic guide to the interpretation of data tables. We hope it will assist readers in understanding the statistical outputs that ORS provides. The sections are in the following order:

Valid data

Basic data tables – including:

Frequency tables

Multi-response tables

Cross-tabulations – including:

General

Interpreting cross-tabulations

Statistical significance

Small sample sizes

Valid Data

In a perfect world, respondents to questionnaires would answer every question – but in practice respondents may overlook some questions, decline to answer or say that they “do not know”. Normally, when analysing responses to questionnaires the data primarily to consider is the ‘valid data’ – that is, the views of respondents who expressed an opinion.

Q. A1 - Is this your only home?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
1	Yes	50	50%	50	67%
2	No	25	25%	25	33%
95	Not Answered	25	25%	-	-
Total		100	100%	75	100%

In the above example, 100 people returned a questionnaire. For question A1: 50 answered yes; 25 answered no; and the remaining 25 did not answer – yielding a 50%, 25% and 25% split respectively. However, in this case, we are interested primarily in the respondents who gave an answer (Yes or No). This is the ‘valid data’.

If we consider question A1 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 including cross-tabulation uses only ‘valid data’. For this reason the population labelled as ‘Count’ should be noted, as when this number drops so would the statistical significance of the result.

Basic Data Tables

Frequency Tables

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

In the following example, reading from left to right, column three shows all the responses which were given, and column four shows these as a proportion of returned questionnaires, while the valid counts and percentages are shown in the fifth and sixth columns of the table.

It is also worth noting that in this example the percentages in the valid % column (Column 6) sum to 101% and not 100%. This is because the percentages have been presented to the nearest whole number and not as their exact figures.

Q. A2 - How satisfied or dissatisfied are you with your home?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
VS	Very satisfied	30	30%	30	38%
FS	Fairly satisfied	20	20%	20	25%
NSND	Neither satisfied nor dissatisfied	10	10%	10	13%
FD	Fairly dissatisfied	15	15%	15	19%
VD	Very dissatisfied	5	5%	5	6%
95	Not Answered	20	20%	-	-
Total		100	100%	80	100%

Multi-response Tables

Some questions are designed to gather more than one answer from respondents. In such ‘multi-response’ questions, respondents may select more than one ‘answer’ from a range of options.

In the following example, the number of respondents who gave at least one valid answer to the question is shown as the ‘respondent count’ (which in this case was 40). The respondent count does not necessarily match the number of respondents 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 40 respondents selected good salary; 20 selected good working conditions; and a further 20 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 40, and 20 respondents selected good working conditions. Therefore, the valid percentage for this option was 50%. The total number of responses shows how many valid responses were given in total. In this case the 40 respondents who gave at least one valid answer gave 80 responses in total, and therefore on average gave two responses each.

Q. A3 - What first attracted you to work with this company?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
1	Good salary	40	80%	40	100%
2	Good working conditions	20	40%	20	50%
3	Job security	20	40%	20	50%
95	Not Answered	10	20%	-	-
Respondent Count		50		40	
Total Number of Responses		90		80	

Cross-tabulations

General

The purpose of cross-tabulations is to breakdown survey results in order to compare results for the various sub-groups within the population. For example, a cross-tabulation by gender compares the responses of men and women.

The overall survey response options for any question are shown across the top of the table and the figures directly underneath refer to the distribution of valid responses. These figures give a benchmark/average against which to judge each sub-group.

In cross-tabulations produced by ORS, the sub-groups are identified down the left-hand side of the page – and their respective responses are shown across the corresponding rows. By identifying sub-groups on the left, and then reading across the table beneath the relevant column response headings, the responses of different sub-groups can be compared.

On some occasions there are differences between the total number of valid responses and the summed total of cases in a sub-group. This difference arises when individuals gave a valid answer to the main question, but withheld information concerning their identity or characteristics. In this example there were a total of 2,863 valid responses, but the number of cases in the gender sub group totals only 2,750 – showing that not everyone who gave a valid response to the main question also answered the question regarding their gender.

		RESPONSE OPTIONS					
		Unweighted Count	VS*	FS*	NSND*	FD*	VD*
		N	%	%	%	%	%
By Overall Figures		2863	75	17	5	1	1
By Gender							
M	Male	1349	71	20	6	1	2
F	Female	1401	79	15	4	1	1

*VS (Very Satisfied), FS (Fairly Satisfied), NSND (Neither Satisfied nor Dissatisfied), FD (Fairly Dissatisfied), VD (Very Dissatisfied)

Interpreting Cross-tabulations

Even simple cross-tabulations often contain important information. For example, in the case above women are three percentage points more likely than men to feel very or fairly satisfied (the results being 91% for males and 94% for females (71 + 20 and 79 + 15 respectively)).

Given the sample size for each sub-group in this example (1,349 males and 1,401 females), and the polarised split in opinion, the difference between the responses of men and women is statistically significant. Applying standard statistical procedures, we can be 95% confident that the difference in the responses for men and women is real and not due to chance. So, whilst the difference is apparently numerically small, it is very significant – women are more likely to feel satisfied than men.

In this simplified example, gender defines the only sub-group, but more commonly cross-tabulations would include age, ethnicity, location, household types, and so on. Many of our tables use colour and other codes to indicate whether apparent sub-group differences are statistically significant.

Statistical Significance

In the following more complex cross-tabulation tables, a boxed frequency table is included just above the cross-tabulations. The boxed frequency table displays the full range of answers given, with details of the counts and percentages – and, as we have said, the percentages are shown in two ways: first, as a proportion of the questionnaires returned and, secondly as a proportion of the valid responses.

Cross-tabulations have been provided for gender, age and employment status. Each row should first be read independently, but can then be compared with results from other rows.

In order to identify which differences in sub-group responses are significant, ORS applies statistical tests to calculate whether apparent differences are due to chance or statistically significant. By taking into account the sample and sub-sample sizes, we calculate whether we can be 90% or 95% confident that a particular difference is statistically significant.

In the following tables, where the results for sub-groups or areas show statistically significant variations, they have been shaded – with red to highlight percentages that are higher than average and blue (cyan) for those which are lower than average.

In some cases, > and » or < and « symbols are also used to show whether the statistical significance for the sub-group differences have been calculated at a 90% or 95% level of confidence – as shown in the key below:

Symbol	Level of Confidence
»	Significantly higher at 95% level of confidence
>	Significantly higher at 90% level of confidence
«	Significantly lower at 95% level of confidence
<	Significantly lower at 90% level of confidence

Q. A4 - Overall, how satisfied or dissatisfied are you with your local area as a place to live?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
VS	Very satisfied	699	41%	699	42%
FS	Fairly satisfied	690	46%	690	47%
NSND	Neither satisfied nor dissatisfied	74	6%	74	6%
FD	Fairly dissatisfied	48	3%	48	3%
VD	Very dissatisfied	18	2%	18	2%
NAN	Not answered	12	1%	-	-
Total		1541	100%	1529	100%

		RESPONSE OPTIONS					
		Unweighted Count	VS	FS	NSND	FD	VD
		N	%	%	%	%	%
By Overall Figures		1529	42	47	6	3	2
By Gender							
1	Male	595	37	51	8	4	2
2	Female	918	45	44	5	3	2

By Age

1	18 to 34	180	«25	55»	11»	4	4
2	35 to 44	265	41	49	5	4	1
3	45 to 54	254	37	50	7	4	2
4	55 to 64	300	49»	45	«4	2	«0
5	65 to 74	264	58»	«37	«3	2	«0

By Employment Status

1	Good	1108	43	46	6	3	2
2	Fair	326	37	50	7	4	2
3	Bad	75	37	55	4	3	«0

Small Sample Sizes

Where results are based upon a small number of survey cases (say, less than about 70 respondents) they should be treated with caution – since error margins increase as number of cases in the sample decreases. ORS will normally advise clients if this is the case.

Survey Results

Q. A1 - Which of the following best describes your incident?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Deliberate fire/Arson	8	9%	8	9%
2	Chimney fire	4	5%	4	5%
3	Internal/Building fire (with flames)	39	46%	39	46%
4	Internal/Building fire (smoke only)	17	20%	17	20%
5	External fire (including rubbish, bonfires, etc)	10	12%	10	12%
7	Rescue of persons (if not covered by any of other options)	1	1%	1	1%
9	False alarm	1	1%	1	1%
10	Other	3	4%	3	4%
11	Not enough information to classify	2	2%	2	2%
Total		85	100%	85	100%

	Count	RESPONSE OPTIONS									
		1	2	3	4	5	7	9	10	11	
	N	%	%	%	%	%	%	%	%	%	%
Overall Figures	85	9	5	46	20	12	1	1	4	2	

By Incident Type

1	Deliberate fire/arson	8	100	0	0	0	0	0	0	0	0
2	Chimney fire	4	0	100	0	0	0	0	0	0	0
3	Internal/Building fire	56	<0	<0	70	30	<0	0	0	<0	0
4	External fire	10	0	0	0	0	100	0	0	0	0
5	Special services	1	0	0	0	0	0	100	0	0	0
6	False alarm	1	0	0	0	0	0	0	100	0	0

By Ethnicity

1	White	82	10	5	46	18	12	1	1	4	2
2	Non-white	2	0	0	50	50	0	0	0	0	0

By Gender

1	Male	32	3	3	53	22	12	0	3	3	0
2	Female	52	12	6	42	19	12	2	0	4	4

By Age

1	16 to 39	19	21	0	32	37	0	0	0	5	5
2	40 to 59	35	3	9	54	14	17	0	0	3	0
3	60 and over	31	10	3	45	16	13	3	3	3	3

By Long-standing Illness/Disability

1	Long-standing illness/disability	27	11	<0	41	30	15	0	0	<0	4
2	No long-standing illness/disability	52	6	8	48	15	12	2	2	6	2

Q. A1 - Which of the following best describes your incident?. . . Continued

		RESPONSE OPTIONS									
		Count	1	2	3	4	5	7	9	10	11
		N	%	%	%	%	%	%	%	%	%
Overall Figures		85	9	5	46	20	12	1	1	4	2

By Smoker in the Household

1	Yes	20	10	15	40	10	15	0	0	5	5
2	No	63	10	2	49	22	10	2	2	3	2

By Household Type

1	Household with children	31	3	10	58	23	3	0	0	3	0
2	Household without children	51	14	2	37	18	18	2	2	4	4

By Housing Tenure

1	Owned	64	9	6	45	20	12	2	2	3	0
2	Rented	18	6	0	50	17	11	0	0	6	11

By Quarter Received In

1	Quarter one	9	0	0	56	33	0	0	0	11	0
3	Quarter three	32	12	3	50	9	16	0	3	3	3
4	Quarter four	44	9	7	41	25	11	2	0	2	2

Q. A1TX - Which of the following best describes your incident? Other

- ELECTRICAL FIRE.
- FAULTY ELECTRICAL WIRING.
- MEB-LIVE CABLE CRACKED AND SPARKING AND BLACK MARKS.

Q. A1CCTX - Which of the following best describes your incident? Not enough information to classify

- ELECTRIC BOX WAS SMOKING.
- EXTERNAL ELECTRIC SUPPLY IN BOX.

Q. A2 - Did you call the Emergency Services yourself?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Yes - connected to Fire & Rescue Service (FRS)	59	69%	59	72%
2	Yes - connected to another emergency service	1	1%	1	1%
No	No	22	26%	22	27%
NAN	Not Answered	3	4%	-	-
Total		85	100%	82	100%

	RESPONSE OPTIONS			
	Count	1	2	No
	N	%	%	%
Overall Figures	82	72	1	27

By Incident Type

1	Deliberate fire/arson	8	75	0	25
2	Chimney fire	4	75	0	25
3	Internal/Building fire	53	72	0	28
4	External fire	10	90	0	10
5	Special services	1	0	100	0
6	False alarm	1	0	0	100

By Ethnicity

1	White	79	71	1	28
2	Non-white	2	100	0	0

By Gender

1	Male	30	60	0	40
2	Female	51	80	2	18

By Age

1	16 to 39	19	84	0	16
2	40 to 59	35	89»	0	«11
3	60 and over	28	«43	4	54»

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	64	0	36
2	No long-standing illness/disability	52	75	2	23

By Smoker in the Household

1	Yes	19	74	0	26
2	No	61	70	2	28

Q. A2 - Did you call the Emergency Services yourself?. . . Continued

		RESPONSE OPTIONS			
		Count	1	2	No
		N	%	%	%
Overall Figures		82	72	1	27

By Household Type

1	Household with children	31	77	0	23
2	Household without children	49	69	2	29

By Housing Tenure

1	Owned	62	68	2	31
2	Rented	17	82	0	18

By Quarter Received In

1	Quarter one	9	67	0	33
3	Quarter three	30	80	0	20
4	Quarter four	43	67	2	30

Q. A3AA - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Polite

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	50	59%	50	86%
TA	Tend to agree	6	7%	6	10%
NAND	Neither agree nor disagree	2	2%	2	3%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	23	27%	-	-
Total		85	100%	58	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	58	86	10	3

By Incident Type

1	Deliberate fire/arson	5	80	20	0
2	Chimney fire	3	100	0	0
3	Internal/Building fire	38	82	13	5
4	External fire	9	100	0	0

By Ethnicity

1	White	55	87	9	4
2	Non-white	2	50	50	0

By Gender

1	Male	19	84	16	0
2	Female	39	87	8	5

By Age

1	16 to 39	16	75	12	12
2	40 to 59	31	87	13	0
3	60 and over	11	100	0	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	16	81	12	6
2	No long-standing illness/disability	38	89	8	3

By Smoker in the Household

1	Yes	14	93	7	0
2	No	42	83	12	5

Q. A3AA - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Polite. . . Continued

		RESPONSE OPTIONS			
		Count	SA	TA	NAND
		N	%	%	%
Overall Figures		58	86	10	3

By Household Type

1	Household with children	24	92	4	4
2	Household without children	33	82	15	3

By Housing Tenure

1	Owned	41	88	12	0
2	Rented	14	86	7	7

By Quarter Received In

1	Quarter one	6	83	17	0
3	Quarter three	24	92	4	4
4	Quarter four	28	82	14	4

Q. A3AB - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Helpful

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	49	58%	49	88%
TA	Tend to agree	6	7%	6	11%
NAND	Neither agree nor disagree	1	1%	1	2%
NAN	Not Answered	6	7%	-	-
NAS	Not Asked	23	27%	-	-
Total		85	100%	56	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	56	88	11	2

By Incident Type

1	Deliberate fire/arson	5	80	20	0
2	Chimney fire	3	100	0	0
3	Internal/Building fire	37	84	14	3
4	External fire	9	100	0	0

By Ethnicity

1	White	53	89	9	2
2	Non-white	2	50	50	0

By Gender

1	Male	18	89	11	0
2	Female	38	87	11	3

By Age

1	16 to 39	15	80	13	7
2	40 to 59	29	86	14	0
3	60 and over	12	100	0	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	16	81	19	0
2	No long-standing illness/disability	37	92	5	3

By Smoker in the Household

1	Yes	13	92	8	0
2	No	41	85	12	2

Q. A3AB - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Helpful. . . Continued

		RESPONSE OPTIONS			
		Count	SA	TA	NAND
		N	%	%	%
Overall Figures		56	88	11	2

By Household Type

1	Household with children	23	91	4	4
2	Household without children	32	84	16	0

By Housing Tenure

1	Owned	40	90	10	0
2	Rented	13	85	15	0

By Quarter Received In

1	Quarter one	6	83	17	0
3	Quarter three	22	91	5	5
4	Quarter four	28	86	14	0

Q. A3AC - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Efficient

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	51	60%	51	91%
TA	Tend to agree	4	5%	4	7%
SD	Strongly disagree	1	1%	1	2%
NAN	Not Answered	6	7%	-	-
NAS	Not Asked	23	27%	-	-
Total		85	100%	56	100%

	Count	RESPONSE OPTIONS		
		SA	TA	SD
	N	%	%	%
Overall Figures	56	91	7	2

By Incident Type

1	Deliberate fire/arson	5	80	20	0
2	Chimney fire	3	100	0	0
3	Internal/Building fire	37	89	8	3
4	External fire	9	100	0	0

By Ethnicity

1	White	53	92	6	2
2	Non-white	2	50	50	0

By Gender

1	Male	18	94	6	0
2	Female	38	89	8	3

By Age

1	16 to 39	15	87	7	7
2	40 to 59	29	90	10	0
3	60 and over	12	100	0	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	15	93	7	0
2	No long-standing illness/disability	37	92	5	3

By Smoker in the Household

1	Yes	14	93	7	0
2	No	40	90	8	2

Q. A3AC - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Efficient. . . Continued

		RESPONSE OPTIONS			
		Count	SA	TA	SD
		N	%	%	%
Overall Figures		56	91	7	2

By Household Type

1	Household with children	23	91	4	4
2	Household without children	31	90	10	0

By Housing Tenure

1	Owned	39	92	8	0
2	Rented	14	93	7	0

By Quarter Received In

1	Quarter one	6	83	17	0
3	Quarter three	23	96	« 0	4
4	Quarter four	27	89	11	0

Q. A3AD - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Reassuring

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	37	44%	37	69%
TA	Tend to agree	11	13%	11	20%
NAND	Neither agree nor disagree	5	6%	5	9%
TD	Tend to disagree	1	1%	1	2%
NAN	Not Answered	6	7%	-	-
CR	Can't remember	2	2%	-	-
NAS	Not Asked	23	27%	-	-
Total		85	100%	54	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	TD
		N	%	%	%
Overall Figures	54	69	20	9	2

By Incident Type

1	Deliberate fire/arson	5	100	0	0	0
2	Chimney fire	3	100	0	0	0
3	Internal/Building fire	35	63	26	9	3
4	External fire	9	56	22	22	0

By Ethnicity

1	White	51	69	20	10	2
2	Non-white	2	50	50	0	0

By Gender

1	Male	18	72	17	11	0
2	Female	36	67	22	8	3

By Age

1	16 to 39	14	57	29	7	7
2	40 to 59	28	75	14	11	0
3	60 and over	12	67	25	8	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	15	73	7	13	7
2	No long-standing illness/disability	37	65	27	8	0

Q. A3AD - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Reassuring. . . Continued

		RESPONSE OPTIONS				
		Count	SA	TA	NAND	TD
		N	%	%	%	%
Overall Figures		54	69	20	9	2

By Smoker in the Household

1	Yes	13	77	8	15	0
2	No	39	64	26	8	3

By Household Type

1	Household with children	22	73	18	9	0
2	Household without children	31	65	23	10	3

By Housing Tenure

1	Owned	39	69	21	10	0
2	Rented	12	67	25	0	8

By Quarter Received In

1	Quarter one	6	50	50	0	0
3	Quarter three	22	77	14	9	0
4	Quarter four	26	65	19	12	4

Q. A3AE - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Informative

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	38	45%	38	70%
TA	Tend to agree	11	13%	11	20%
NAND	Neither agree nor disagree	3	4%	3	6%
TD	Tend to disagree	2	2%	2	4%
NAN	Not Answered	7	8%	-	-
CR	Can't remember	1	1%	-	-
NAS	Not Asked	23	27%	-	-
Total		85	100%	54	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	TD
	N	%	%	%	%
Overall Figures	54	70	20	6	4

By Incident Type

1	Deliberate fire/arson	4	100	0	0	0
2	Chimney fire	3	100	0	0	0
3	Internal/Building fire	36	64	28	3	6
4	External fire	9	67	11	22	0

By Ethnicity

1	White	51	71	20	6	4
2	Non-white	2	50	50	0	0

By Gender

1	Male	18	67	33	0	0
2	Female	36	72	14	8	6

By Age

1	16 to 39	14	57	21	7	14
2	40 to 59	29	79	17	3	0
3	60 and over	11	64	27	9	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	15	73	13	7	7
2	No long-standing illness/disability	37	68	24	5	3

Q. A3AE - Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Informative. . . Continued

		RESPONSE OPTIONS				
		Count	SA	TA	NAND	TD
		N	%	%	%	%
Overall Figures		54	70	20	6	4

By Smoker in the Household

1	Yes	13	85	8	8	0
2	No	39	64	26	5	5

By Household Type

1	Household with children	23	74	17	4	4
2	Household without children	30	67	23	7	3

By Housing Tenure

1	Owned	39	67	28	5	0
2	Rented	12	83	0	0	17

By Quarter Received In

1	Quarter one	6	50	50	0	0
3	Quarter three	22	82	9	9	0
4	Quarter four	26	65	23	4	8

Q. A3B - Thinking about your initial contact with the FRS on the telephone, how satisfied or dissatisfied were you with the service you received during your call?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	56	66%	56	90%
FS	Fairly satisfied	4	5%	4	6%
NSND	Neither satisfied nor dissatisfied	1	1%	1	2%
VD	Very dissatisfied	1	1%	1	2%
NAS	Not Asked	23	27%	-	-
Total		85	100%	62	100%

	Count	RESPONSE OPTIONS			
		VS	FS	NSND	VD
	N	%	%	%	%
Overall Figures	62	90	6	2	2

By Incident Type

1	Deliberate fire/arson	6	83	17	0	0
2	Chimney fire	3	100	0	0	0
3	Internal/Building fire	41	88	7	2	2
4	External fire	9	100	0	0	0

By Ethnicity

1	White	59	92	5	2	2
2	Non-white	2	50	50	0	0

By Gender

1	Male	20	100»	«0	0	0
2	Female	42	86	10	2	2

By Age

1	16 to 39	16	81	6	6	6
2	40 to 59	31	94	6	0	0
3	60 and over	15	93	7	0	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	18	94	0	6	0
2	No long-standing illness/disability	39	92	5	0	3

By Smoker in the Household

1	Yes	15	93	7	0	0
2	No	45	89	7	2	2

Q. A3B - Thinking about your initial contact with the FRS on the telephone, how satisfied or dissatisfied were you with the service you received during your call?. . . Continued

		RESPONSE OPTIONS				
		Count	VS	FS	NSND	VD
		N	%	%	%	%
Overall Figures		62	90	6	2	2

By Household Type

1	Household with children	24	92	4	0	4
2	Household without children	36	92	6	3	0

By Housing Tenure

1	Owned	44	95	5	0	0
2	Rented	15	80	13	7	0

By Quarter Received In

1	Quarter one	6	83	17	0	0
3	Quarter three	26	92	4	0	4
4	Quarter four	30	90	7	3	0

Q. B1 - Were you present during the incident?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	77	91%	77	92%
No	No	7	8%	7	8%
NAN	Not Answered	1	1%	-	-
Total		85	100%	84	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		84	92	8

By Incident Type

1	Deliberate fire/arson	7	86	14
2	Chimney fire	4	100	0
3	Internal/Building fire	56	91	9
4	External fire	10	100	0
5	Special services	1	100	0
6	False alarm	1	100	0

By Ethnicity

1	White	81	91	9
2	Non-white	2	100	0

By Gender

1	Male	32	84	16
2	Female	51	98	2

By Age

1	16 to 39	19	95	5
2	40 to 59	35	91	9
3	60 and over	30	90	10

By Long-standing Illness/Disability

1	Long-standing illness/disability	27	93	7
2	No long-standing illness/disability	52	90	10

By Smoker in the Household

1	Yes	20	90	10
2	No	62	92	8

Q. B1 - Were you present during the incident?. . . Continued

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		84	92	8

By Household Type

1	Household with children	31	90	10
2	Household without children	50	92	8

By Housing Tenure

1	Owned	63	92	8
2	Rented	18	89	11

By Quarter Received In

1	Quarter one	9	78	22
3	Quarter three	32	91	9
4	Quarter four	43	95	5

Q. B2A - In your opinion, was the arrival time of the Fire & Rescue Service (FRS)...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Quicker than expected	33	39%	33	43%
2	As expected	34	40%	34	44%
3	Slower than expected	5	6%	5	6%
4	Had no expectations	5	6%	5	6%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	77	100%

	Count	RESPONSE OPTIONS			
		1	2	3	4
	N	%	%	%	%
Overall Figures	77	43	44	6	6

By Incident Type

1	Deliberate fire/arson	7	43	43	0	14
2	Chimney fire	4	50	50	0	0
3	Internal/Building fire	50	38	48	8	6
4	External fire	10	40	50	10	0
5	Special services	1	0	0	0	100
6	False alarm	1	100	0	0	0

By Ethnicity

1	White	74	45	43	5	7
2	Non-white	2	0	50	50	0

By Gender

1	Male	26	58	31	8	4
2	Female	51	35	51	6	8

By Age

1	16 to 39	18	44	50	6	0
2	40 to 59	32	38	50	9	3
3	60 and over	27	48	33	4	15

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	64	28	« 0	8
2	No long-standing illness/disability	46	37	50	9	4

Q. B2A - In your opinion, was the arrival time of the Fire & Rescue Service (FRS)...?. . . Continued

		RESPONSE OPTIONS				
		Count	1	2	3	4
		N	%	%	%	%
Overall Figures		77	43	44	6	6

By Smoker in the Household

1	Yes	18	50	50	0	0
2	No	57	42	40	9	9

By Household Type

1	Household with children	28	43	43	11	4
2	Household without children	46	46	43	4	7

By Housing Tenure

1	Owned	58	41	43	7	9
2	Rented	16	50	50	0	0

By Quarter Received In

1	Quarter one	7	29	71	0	0
3	Quarter three	29	48	34	10	7
4	Quarter four	41	41	46	5	7

Q. B2BTX - If other than expected, are there any comments you would like to make?

- DID NOT KNOW ANYONE HAD RANG THE FIRE SERVICE. THEY ARRIVED WITHIN 5-10 MINUTES OF THE FIRE STARTING.
- I ARRIVED HOME AFTER FRS HAD ARRIVED.
- I DID CALL AGAIN.
- IT WAS VERY SNOWY AND THE LARGE TENDER COULDN'T MAKE IT TO THE HOUSE.
- THEY CAME STRAIGHT AWAY.
- VERY GOOD RESPONSE, IN MINUTES.
- WAS NOT SURE IF NEEDED, EXPLAINED IT MAY NOT BE AN EMERGENCY, JUST A PRECAUTION.
- WE WERE VERY IMPRESSED WITH THE PROMPT AND PROFESSIONAL SERVICE, THANK YOU.

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

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	68	80%	68	89%
No	No	8	9%	8	11%
NAN	Not Answered	2	2%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	76	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		76	89	11

By Incident Type

1	Deliberate fire/arson	7	57	43
2	Chimney fire	4	100	0
3	Internal/Building fire	49	94	6
4	External fire	10	80	20
5	Special services	1	100	0
6	False alarm	1	100	0

By Ethnicity

1	White	73	89	11
2	Non-white	2	100	0

By Gender

1	Male	26	92	8
2	Female	50	88	12

By Age

1	16 to 39	18	83	17
2	40 to 59	31	94	6
3	60 and over	27	89	11

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	88	12
2	No long-standing illness/disability	46	91	9

By Smoker in the Household

1	Yes	16	94	6
2	No	58	88	12

Q. B3 - Were you kept informed of what was happening during the incident?. . . Continued

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		76	89	11

By Household Type

1	Household with children	28	93	7
2	Household without children	46	87	13

By Housing Tenure

1	Owned	59	92	8
2	Rented	14	79	21

By Quarter Received In

1	Quarter one	7	100	0
3	Quarter three	27	96	4
4	Quarter four	42	83	17

Q. B4A - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Polite

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	68	80%	68	92%
TA	Tend to agree	6	7%	6	8%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	74	100%

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		74	92	8

By Incident Type

1	Deliberate fire/arson	6	83	17
2	Chimney fire	4	100	0
3	Internal/Building fire	50	90	10
4	External fire	10	100	0
6	False alarm	1	100	0

By Ethnicity

1	White	71	93	7
2	Non-white	2	50	50

By Gender

1	Male	27	93	7
2	Female	47	91	9

By Age

1	16 to 39	18	94	6
2	40 to 59	31	87	13
3	60 and over	25	96	4

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	92	8
2	No long-standing illness/disability	44	93	7

By Smoker in the Household

1	Yes	17	94	6
2	No	55	91	9

Q. B4A - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Polite. . .
Continued

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		74	92	8

By Household Type

1	Household with children	28	93	7
2	Household without children	44	91	9

By Housing Tenure

1	Owned	56	93	7
2	Rented	15	87	13

By Quarter Received In

1	Quarter one	7	86	14
3	Quarter three	27	96	4
4	Quarter four	40	90	10

Q. B4B - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Helpful

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	63	74%	63	86%
TA	Tend to agree	9	11%	9	12%
NAND	Neither agree nor disagree	1	1%	1	1%
NAN	Not Answered	5	6%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	73	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	73	86	12	1

By Incident Type

1	Deliberate fire/arson	6	83	17	0
2	Chimney fire	4	100	0	0
3	Internal/Building fire	48	85	15	0
4	External fire	10	80	10	10
6	False alarm	1	100	0	0

By Ethnicity

1	White	70	87	11	1
2	Non-white	2	50	50	0

By Gender

1	Male	27	89	11	0
2	Female	46	85	13	2

By Age

1	16 to 39	17	88	12	0
2	40 to 59	32	88	12	0
3	60 and over	24	83	12	4

By Long-standing Illness/Disability

1	Long-standing illness/disability	24	88	8	4
2	No long-standing illness/disability	45	87	13	0

Q. B4B - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Helpful. . .
Continued

		RESPONSE OPTIONS			
		Count	SA	TA	NAND
		N	%	%	%
Overall Figures		73	86	12	1

By Smoker in the Household

1	Yes	16	94	6	0
2	No	55	84	15	2

By Household Type

1	Household with children	27	85	15	0
2	Household without children	44	86	11	2

By Housing Tenure

1	Owned	56	86	12	2
2	Rented	14	86	14	0

By Quarter Received In

1	Quarter one	7	86	14	0
3	Quarter three	26	100 »	« 0	0
4	Quarter four	40	78	20	2

Q. B4C - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Informative

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	57	67%	57	80%
TA	Tend to agree	10	12%	10	14%
NAND	Neither agree nor disagree	3	4%	3	4%
TD	Tend to disagree	1	1%	1	1%
NAN	Not Answered	6	7%	-	-
CR	Can't remember	1	1%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	71	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	TD
	N	%	%	%	%
Overall Figures	71	80	14	4	1

By Incident Type

1	Deliberate fire/arson	5	80	20	0	0
2	Chimney fire	4	100	0	0	0
3	Internal/Building fire	48	81	15	2	2
4	External fire	10	60	20	20	0
6	False alarm	1	100	0	0	0

By Ethnicity

1	White	68	81	13	4	1
2	Non-white	2	50	50	0	0

By Gender

1	Male	27	81	11	7	0
2	Female	44	80	16	2	2

By Age

1	16 to 39	16	75	19	0	6
2	40 to 59	31	81	13	6	0
3	60 and over	24	83	12	4	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	24	83	12	4	0
2	No long-standing illness/disability	44	77	16	5	2

Q. B4C - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Informative.
 . . Continued

		RESPONSE OPTIONS				
		Count	SA	TA	NAND	TD
		N	%	%	%	%
Overall Figures		71	80	14	4	1

By Smoker in the Household

1	Yes	16	88	12	0	0
2	No	53	77	15	6	2

By Household Type

1	Household with children	27	78	15	4	4
2	Household without children	42	81	14	5	0

By Housing Tenure

1	Owned	55	78	16	5	0
2	Rented	13	85	8	0	8

By Quarter Received In

1	Quarter one	7	71	29	0	0
3	Quarter three	26	96 »	<4	<0	0
4	Quarter four	38	71	18	8	3

Q. B4D - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Efficient

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	64	75%	64	86%
TA	Tend to agree	9	11%	9	12%
TD	Tend to disagree	1	1%	1	1%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	74	100%

	Count	RESPONSE OPTIONS		
		SA	TA	TD
	N	%	%	%
Overall Figures	74	86	12	1

By Incident Type

1	Deliberate fire/arson	6	83	17	0
2	Chimney fire	4	100	0	0
3	Internal/Building fire	49	84	14	2
4	External fire	10	90	10	0
5	Special services	1	100	0	0
6	False alarm	1	100	0	0

By Ethnicity

1	White	71	87	11	1
2	Non-white	2	50	50	0

By Gender

1	Male	27	85	11	4
2	Female	47	87	13	0

By Age

1	16 to 39	17	94	6	0
2	40 to 59	31	81	16	3
3	60 and over	26	88	12	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	24	92	8	0
2	No long-standing illness/disability	45	87	11	2

Q. B4D - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Efficient. . .
Continued

		RESPONSE OPTIONS			
		Count	SA	TA	TD
		N	%	%	%
Overall Figures		74	86	12	1

By Smoker in the Household

1	Yes	17	82	18	0
2	No	55	87	11	2

By Household Type

1	Household with children	27	85	11	4
2	Household without children	44	89	11	0

By Housing Tenure

1	Owned	56	88	11	2
2	Rented	15	80	20	0

By Quarter Received In

1	Quarter one	7	86	14	0
3	Quarter three	27	93	7	0
4	Quarter four	40	82	15	2

Q. B4E - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Sensitive

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	58	68%	58	84%
TA	Tend to agree	6	7%	6	9%
NAND	Neither agree nor disagree	5	6%	5	7%
NAN	Not Answered	8	9%	-	-
CR	Can't remember	1	1%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	69	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	69	84	9	7

By Incident Type

1	Deliberate fire/arson	4	75	0	25
2	Chimney fire	4	100	0	0
3	Internal/Building fire	47	83	13	4
4	External fire	10	80	0	20
6	False alarm	1	100	0	0

By Ethnicity

1	White	66	85	8	8
2	Non-white	2	50	50	0

By Gender

1	Male	26	88	4	8
2	Female	43	81	12	7

By Age

1	16 to 39	15	80	13	7
2	40 to 59	31	77	13	10
3	60 and over	23	96	0	4

By Long-standing Illness/Disability

1	Long-standing illness/disability	23	83	13	4
2	No long-standing illness/disability	43	84	7	9

Q. B4E - Thinking about the firefighters at the scene, do you agree or disagree that they were...? Sensitive. . .
Continued

		RESPONSE OPTIONS			
		Count	SA	TA	NAND
		N	%	%	%
Overall Figures		69	84	9	7

By Smoker in the Household

1	Yes	16	88	6	6
2	No	51	82	10	8

By Household Type

1	Household with children	27	78	11	11
2	Household without children	40	88	8	5

By Housing Tenure

1	Owned	53	85	6	9
2	Rented	13	77	23	0

By Quarter Received In

1	Quarter one	7	71	14	14
3	Quarter three	26	88	4	8
4	Quarter four	36	83	11	6

Q. B5 - Do you feel the Fire and Rescue Service (FRS) kept the effects of the incident to a minimum?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	72	85%	72	100%
NAN	Not Answered	4	5%	-	-
DK	Don't know	2	2%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	72	100%

Q. B6 - Thinking about the FRS at the scene, how satisfied or dissatisfied were you with the service you received?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	70	82%	70	92%
FS	Fairly satisfied	6	7%	6	8%
NAN	Not Answered	2	2%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	76	100%

	RESPONSE OPTIONS		
	Count	VS	FS
	N	%	%
Overall Figures	76	92	8

By Incident Type

1	Deliberate fire/arson	7	86	14
2	Chimney fire	4	100	0
3	Internal/Building fire	49	90	10
4	External fire	10	100	0
5	Special services	1	100	0
6	False alarm	1	100	0

By Ethnicity

1	White	73	93	7
2	Non-white	2	50	50

By Gender

1	Male	27	93	7
2	Female	49	92	8

By Age

1	16 to 39	18	83	17
2	40 to 59	32	94	6
3	60 and over	26	96	4

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	96	4
2	No long-standing illness/disability	47	91	9

Q. B6 - Thinking about the FRS at the scene, how satisfied or dissatisfied were you with the service you received? . . . Continued

		RESPONSE OPTIONS		
		Count	VS	FS
		N	%	%
Overall Figures		76	92	8

By Smoker in the Household

1	Yes	17	100	0
2	No	57	89	11

By Household Type

1	Household with children	28	89	11
2	Household without children	46	93	7

By Housing Tenure

1	Owned	58	95	5
2	Rented	15	80	20

By Quarter Received In

1	Quarter one	7	86	14
3	Quarter three	27	100 »	« 0
4	Quarter four	42	88	12

Q. B7A - Were you given any general safety advice by the FRS at the scene?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Yes - found it useful	53	62%	53	71%
2	Yes - did not find it useful	1	1%	1	1%
No	No	21	25%	21	28%
NAN	Not Answered	3	4%	-	-
NAS	Not Asked	7	8%	-	-
Total		85	100%	75	100%

	Count	RESPONSE OPTIONS		
		1	2	No
		%	%	%
Overall Figures	75	71	1	28

By Incident Type

1	Deliberate fire/arson	6	67	0	33
2	Chimney fire	4	100	0	0
3	Internal/Building fire	49	76	2	22
4	External fire	10	50	0	50
5	Special services	1	0	0	100
6	False alarm	1	100	0	0

By Ethnicity

1	White	72	69	1	29
2	Non-white	2	100	0	0

By Gender

1	Male	26	73	0	27
2	Female	49	69	2	29

By Age

1	16 to 39	17	76	6	18
2	40 to 59	32	75	0	25
3	60 and over	26	62	0	38

By Long-standing Illness/Disability

1	Long-standing illness/disability	25	76	0	24
2	No long-standing illness/disability	46	70	2	28

By Smoker in the Household

1	Yes	17	88	0	12
2	No	56	64	2	34

Q. B7A - Were you given any general safety advice by the FRS at the scene?. . . Continued

		RESPONSE OPTIONS			
		Count	1	2	No
		N	%	%	%
Overall Figures		75	71	1	28

By Household Type

1	Household with children	27	85	4	11
2	Household without children	46	61	0	39

By Housing Tenure

1	Owned	57	70	0	30
2	Rented	15	67	7	27

By Quarter Received In

1	Quarter one	6	67	17	17
3	Quarter three	28	71	0	29
4	Quarter four	41	71	0	29

Q. B7BTX - If no, please explain why you did not find the advice helpful.

*** THIS QUESTION RECEIVED NO RESPONSES ***

Q. C1A - Were you offered a Home Fire Safety check?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Yes - accepted it	18	21%	18	24%
2	Yes - declined it	9	11%	9	12%
No	No	49	58%	49	64%
NAN	Not Answered	9	11%	-	-
Total		85	100%	76	100%

	RESPONSE OPTIONS			
	Count	1	2	No
	N	%	%	%
Overall Figures	76	24	12	64

By Incident Type

1	Deliberate fire/arson	7	29	0	71
2	Chimney fire	4	50	25	25
3	Internal/Building fire	50	24	14	62
4	External fire	9	11	11	78
5	Special services	1	0	0	100
6	False alarm	1	0	0	100

By Ethnicity

1	White	73	25	12	63
2	Non-white	2	0	0	100

By Gender

1	Male	29	28	14	59
2	Female	46	22	11	67

By Age

1	16 to 39	19	37	5	58
2	40 to 59	34	21	15	65
3	60 and over	23	17	13	70

By Long-standing Illness/Disability

1	Long-standing illness/disability	23	22	13	65
2	No long-standing illness/disability	50	24	12	64

By Smoker in the Household

1	Yes	19	42	21	37
2	No	55	16	9	75

Q. C1A - Were you offered a Home Fire Safety check?. . . Continued

		RESPONSE OPTIONS			
		Count	1	2	No
		N	%	%	%
Overall Figures		76	24	12	64

By Household Type

1	Household with children	31	29	13	58
2	Household without children	43	21	12	67

By Housing Tenure

1	Owned	57	23	12	65
2	Rented	16	19	12	69

By Quarter Received In

1	Quarter one	8	25	0	75
3	Quarter three	29	28	10	62
4	Quarter four	39	21	15	64

Q. C1BTX - If declined, please explain why you did not accept it.

- AS THE FIRE WAS IN THE GARDEN SHED.
- HAD CHECK LAST YEAR.
- HAVING WORK DONE ON THE HOUSE, SO WILL HAVE IT DONE WHEN WORK HAS FINISHED.
- I AND THEY, SEEMED SATISFIED WITH THE INFORMATION GIVEN TO ME AT THE TIME.
- PREVIOUSLY HAD A FIRE SAFETY CHECK PRIOR TO THIS INCIDENT.
- RESIDENTS DID NOT WISH TO PURSUE THIS.
- SIMPLY NEED ANOTHER EXTRA ALARM IN PASSAGE.
- WE WERE OFFERED SMOKE ALARM SERVICE BUT ALREADY HAVE THEM FITTED.

Q. C2A - Has any of the advice you were given (at the scene or in a Home Fire Safety Check) been adopted?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	32	38%	32	43%
No	No	6	7%	6	8%
3	Advice already in place	7	8%	7	9%
4	No advice given	29	34%	29	39%
NAN	Not Answered	11	13%	-	-
Total		85	100%	74	100%

	Count	RESPONSE OPTIONS			
		Yes	No	3	4
	N	%	%	%	%
Overall Figures	74	43	8	9	39

By Incident Type

1	Deliberate fire/arson	6	33	17	0	50
2	Chimney fire	3	67	0	33	0
3	Internal/Building fire	49	49	10	10	31
4	External fire	10	20	0	0	80
5	Special services	1	0	0	0	100
6	False alarm	1	100	0	0	0

By Ethnicity

1	White	71	44	8	8	39
2	Non-white	2	50	0	0	50

By Gender

1	Male	28	39	14	11	36
2	Female	46	46	4	9	41

By Age

1	16 to 39	18	50	11	11	28
2	40 to 59	32	47	6	9	38
3	60 and over	24	33	8	8	50

By Long-standing Illness/Disability

1	Long-standing illness/disability	24	38	12	« 0	50
2	No long-standing illness/disability	46	48	7	13	33

Q. C2A - Has any of the advice you were given (at the scene or in a Home Fire Safety Check) been adopted? . . . Continued

		RESPONSE OPTIONS				
		Count	Yes	No	3	4
		N	%	%	%	%
Overall Figures		74	43	8	9	39

By Smoker in the Household

1	Yes	19	58	0	16	26
2	No	53	38	11	6	45

By Household Type

1	Household with children	27	48	11	19	< 22
2	Household without children	44	41	7	< 2	50

By Housing Tenure

1	Owned	54	44	7	7	41
2	Rented	18	39	11	11	39

By Quarter Received In

1	Quarter one	7	57	14	29	0
3	Quarter three	24	38	4	8	50
4	Quarter four	43	44	9	7	40

Q. C2BTX - If no, please explain why you have not adopted any of the advice.

- HAVE NOT HAD HOME FIRE SAFETY CHECK YET.
- I DON'T REQUIRE ANY.
- I MUST DO IT, FILLING FORM HAS REMINDED ME.
- THE ADVICE WAS TO KEEP BACK FROM THE CAR FIRE.
- WE HAVE NOW MOVED.

Q. C3 - Were you offered a FRS information/advice booklet after your incident?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Yes - read it	9	11%	9	12%
2	Yes - did not read it	1	1%	1	1%
No	No	66	78%	66	87%
NAN	Not Answered	9	11%	-	-
Total		85	100%	76	100%

	Count	RESPONSE OPTIONS		
		1	2	No
		%	%	%
Overall Figures	76	12	1	87

By Incident Type

1	Deliberate fire/arson	7	14	0	86
2	Chimney fire	4	0	0	100
3	Internal/Building fire	50	12	2	86
4	External fire	10	10	0	90
6	False alarm	1	0	0	100

By Ethnicity

1	White	73	12	1	86
2	Non-white	2	0	0	100

By Gender

1	Male	28	11	4	86
2	Female	47	13	0	87

By Age

1	16 to 39	19	21	5	74
2	40 to 59	33	3	0	97
3	60 and over	24	17	0	83

By Long-standing Illness/Disability

1	Long-standing illness/disability	24	12	0	88
2	No long-standing illness/disability	48	12	2	85

By Smoker in the Household

1	Yes	20	25	0	75
2	No	54	6	2	93

Q. C3 - Were you offered a FRS information/advice booklet after your incident?. . . Continued

		RESPONSE OPTIONS			
		Count	1	2	No
		N	%	%	%
Overall Figures		76	12	1	87

By Household Type

1	Household with children	29	14	3	83
2	Household without children	44	11	0	89

By Housing Tenure

1	Owned	57	11	2	88
2	Rented	16	12	0	88

By Quarter Received In

1	Quarter one	8	12	12	75
3	Quarter three	29	7	0	93
4	Quarter four	39	15	0	85

Q. C4AA - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Easy to understand

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	9	11%	9	90%
TA	Tend to agree	1	1%	1	10%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	71	84%	-	-
Total		85	100%	10	100%

	RESPONSE OPTIONS		
	Count	SA	TA
	N	%	%
Overall Figures	10	90	10

By Incident Type

1	Deliberate fire/arson	1	100	0
3	Internal/Building fire	7	86	14
4	External fire	1	100	0

By Ethnicity

1	White	10	90	10
---	-------	----	----	----

By Gender

1	Male	4	75	25
2	Female	6	100	0

By Age

1	16 to 39	4	100	0
2	40 to 59	2	100	0
3	60 and over	4	75	25

By Long-standing Illness/Disability

1	Long-standing illness/disability	3	67	33
2	No long-standing illness/disability	7	100	0

By Smoker in the Household

1	Yes	5	100	0
2	No	4	75	25

Q. C4AA - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Easy to understand. . . Continued

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		10	90	10

By Household Type

1	Household with children	5	100	0
2	Household without children	5	80	20

By Housing Tenure

1	Owned	6	83	17
2	Rented	3	100	0

By Quarter Received In

1	Quarter one	1	100	0
3	Quarter three	2	100	0
4	Quarter four	7	86	14

Q. C4AB - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Informative

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	9	11%	9	90%
TA	Tend to agree	1	1%	1	10%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	71	84%	-	-
Total		85	100%	10	100%

	Count	RESPONSE OPTIONS	
		SA	TA
	N	%	%
Overall Figures	10	90	10

By Incident Type

1	Deliberate fire/arson	1	100	0
3	Internal/Building fire	7	86	14
4	External fire	1	100	0

By Ethnicity

1	White	10	90	10
---	-------	----	----	----

By Gender

1	Male	4	75	25
2	Female	6	100	0

By Age

1	16 to 39	4	100	0
2	40 to 59	2	100	0
3	60 and over	4	75	25

By Long-standing Illness/Disability

1	Long-standing illness/disability	3	67	33
2	No long-standing illness/disability	7	100	0

By Smoker in the Household

1	Yes	5	100	0
2	No	4	75	25

Q. C4AB - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Informative. . . Continued

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		10	90	10

By Household Type

1	Household with children	5	100	0
2	Household without children	5	80	20

By Housing Tenure

1	Owned	6	83	17
2	Rented	3	100	0

By Quarter Received In

1	Quarter one	1	100	0
3	Quarter three	2	100	0
4	Quarter four	7	86	14

Q. C4AC - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Helpful

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	9	11%	9	90%
TA	Tend to agree	1	1%	1	10%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	71	84%	-	-
Total		85	100%	10	100%

	RESPONSE OPTIONS		
	Count	SA	TA
	N	%	%
Overall Figures	10	90	10

By Incident Type

1	Deliberate fire/arson	1	100	0
3	Internal/Building fire	7	86	14
4	External fire	1	100	0

By Ethnicity

1	White	10	90	10
---	-------	----	----	----

By Gender

1	Male	4	75	25
2	Female	6	100	0

By Age

1	16 to 39	4	100	0
2	40 to 59	2	100	0
3	60 and over	4	75	25

By Long-standing Illness/Disability

1	Long-standing illness/disability	3	67	33
2	No long-standing illness/disability	7	100	0

By Smoker in the Household

1	Yes	5	100	0
2	No	4	75	25

**Q. C4AC - If you read the information/advice booklet, do you agree or disagree that the booklet was...?
Helpful. . . Continued**

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		10	90	10

By Household Type

1	Household with children	5	100	0
2	Household without children	5	80	20

By Housing Tenure

1	Owned	6	83	17
2	Rented	3	100	0

By Quarter Received In

1	Quarter one	1	100	0
3	Quarter three	2	100	0
4	Quarter four	7	86	14

Q. C4AD - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Relevant

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	9	11%	9	90%
TA	Tend to agree	1	1%	1	10%
NAN	Not Answered	4	5%	-	-
NAS	Not Asked	71	84%	-	-
Total		85	100%	10	100%

	RESPONSE OPTIONS		
	Count	SA	TA
	N	%	%
Overall Figures	10	90	10

By Incident Type

1	Deliberate fire/arson	1	100	0
3	Internal/Building fire	7	86	14
4	External fire	1	100	0

By Ethnicity

1	White	10	90	10
---	-------	----	----	----

By Gender

1	Male	4	75	25
2	Female	6	100	0

By Age

1	16 to 39	4	100	0
2	40 to 59	2	100	0
3	60 and over	4	75	25

By Long-standing Illness/Disability

1	Long-standing illness/disability	3	67	33
2	No long-standing illness/disability	7	100	0

By Smoker in the Household

1	Yes	5	100	0
2	No	4	75	25

Q. C4AD - If you read the information/advice booklet, do you agree or disagree that the booklet was...? Relevant. . . Continued

		RESPONSE OPTIONS		
		Count	SA	TA
		N	%	%
Overall Figures		10	90	10

By Household Type

1	Household with children	5	100	0
2	Household without children	5	80	20

By Housing Tenure

1	Owned	6	83	17
2	Rented	3	100	0

By Quarter Received In

1	Quarter one	1	100	0
3	Quarter three	2	100	0
4	Quarter four	7	86	14

Q. C4BTX - What, if anything, could the FRS do to improve the booklet?

*** THIS QUESTION RECEIVED NO RESPONSES ****

Q. D1 - Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire & Rescue Service (FRS)?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	75	88%	75	88%
FS	Fairly satisfied	9	11%	9	11%
NSND	Neither satisfied nor dissatisfied	1	1%	1	1%
Total		85	100%	85	100%

	RESPONSE OPTIONS			
	Count	VS	FS	NSND
	N	%	%	%
Overall Figures	85	88	11	1

By Incident Type

1	Deliberate fire/arson	8	88	12	0
2	Chimney fire	4	100	0	0
3	Internal/Building fire	56	84	14	2
4	External fire	10	100	0	0
5	Special services	1	100	0	0
6	False alarm	1	100	0	0

By Ethnicity

1	White	82	88	11	1
2	Non-white	2	100	0	0

By Gender

1	Male	32	94	6	0
2	Female	52	85	13	2

By Age

1	16 to 39	19	74	21	5
2	40 to 59	35	94	6	0
3	60 and over	31	90	10	0

By Long-standing Illness/Disability

1	Long-standing illness/disability	27	93	7	0
2	No long-standing illness/disability	52	88	10	2

By Smoker in the Household

1	Yes	20	95	5	0
2	No	63	86	13	2

Q. D1 - Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire & Rescue Service (FRS)? . . . Continued

		RESPONSE OPTIONS			
		Count	VS	FS	NSND
		N	%	%	%
Overall Figures		85	88	11	1

By Household Type

1	Household with children	31	87	10	3
2	Household without children	51	90	10	0

By Housing Tenure

1	Owned	64	94	6	0
2	Rented	18	72	28	0

By Quarter Received In

1	Quarter one	9	100	0	0
3	Quarter three	32	94	3	3
4	Quarter four	44	82	18	0

Q. D2TX - If you were dissatisfied with any part of the service you received, please explain why.

- NEIGHBOUR ALERTED SERVICE THROUGH OUR EMERGENCY SERVICE TO A CALL CENTRE (CIRRUS CARE LINE) WHO ALERTED YOU. CIRRUS CLAIM THAT THEY ALSO PASSED TO YOU THE COMBINATION NUMBER OF THE SAFE THAT HOLDS THE MASTER KEY THAT OPENS ALL OUR FRONT DOORS. CLEARLY THIS INFORMATION WAS NOT PASSED TO THE CREW THAT DEALT WITH THIS EMERGENCY. IN CONSEQUENCE FORCED ENTRY WAS REQUIRED WHICH DAMAGED MY FRONT DOOR, YOUR WRITTEN OBSERVATION WOULD BE APPRECIATED.
- PERSONNEL UNFAMILIAR WITH OXYGEN SETS FOR PATIENTS. LACK OF TRAINING WITH OXYGEN.
- SURPRISED THAT COOKER GAS HOB STILL ON AND COOKING POTATOES AS FRS ABOUT TO LEAVE, I POINTED IT OUT AND THEN FIREMAN TURNED IT OFF.
- THE PHONE CALL TOOK TOO LONG TO IDENTIFY MY HOME AND GAVE (SPELT OUT) ADDRESS SEVERAL TIMES WHILST FIRE WAS GOING ON. DO FIRE SAFETY CHECKS WHEN ARRANGED!
- THEY NEVER EXPLAINED TO US WHAT WAS HAPPENING WHILST RUNNING IN AND OUT OF THE HOUSE.
- THEY WERE ALL VERY HELPFUL.

Q. D3TX - Was there anything the FRS did particularly well?

- AMAZINGLY SWIFT ARRIVAL AND QUICK COMPLETION.
- AS THERE IS NO REAR ACCESS TO THE PROPERTY, THEY MADE VERY LITTLE MESS AS THEY CAME THROUGH THE HOUSE EXCEPT SOME HOSE REEL MARKS ON THE SOFA.
- CHECKED ALL ROOF SPACES.
- CLEAR EVERYONE INVOLVED FROM SMOKE.
- COMPLETELY PROFESSIONAL ON TIMES, CONSIDERATE, CLEAR INSTRUCTIONS, DID A FABULOUS JOB AT A TIME WHICH WAS VERY SCARY FOR ME AND MY KIDS.
- DIDN'T DO ANY DAMAGE TO HOUSE, VERY GOOD WITH CHILDREN.
- EASY GOING NATURE OF THE FRS.
- EVERY PART OF INCIDENT WENT VERY WELL.
- EVERYTHING EXCEPT PERSONNEL UNFAMILIAR WITH OXYGEN SETS FOR PATIENTS. LACK OF TRAINING WITH OXYGEN.
- EVERYTHING WAS PARTICULARLY VERY WELL DONE, EVEN WHEN THEY TOLD ME THAT I SHOULD TAKE MY HUSBAND TO THE HOSPITAL TO HAVE HIS ARM SEEN TO AND THE SMOKE CHECK TOO. THEY WERE ALL VERY NICE TO ME AND MY HUSBAND. THEY TOLD ME TO GET HIM TO THE HOSPITAL FOR A CHECK UP AND TO HAVE HIS ARM SORTED OUT.
- EVERYTHING, SAVING AS MUCH FURNITURE AS POSSIBLE.
- EVERYTHING, THEY WERE BRILLIANT.
- EXPLAINED EVERYTHING IN DETAIL WHICH WAS REASSURING.
- FRIENDLY AND VERY EFFICIENT. ELECTRIC HEATER CAUGHT FIRE, WAS IN A PANIC, FIRE OFFICER CALMED EVERYONE DOWN AND WAS SUPERB.
- FROM THE TIME THEY ARRIVED UNTIL THE TIME THEY LEFT THEIR ACTIONS WERE EXEMPLARY. EASILY UNDERSTOOD QUESTIONS AND ADVICE.
- GOOD COMMUNICATION.
- HELPFUL TO ALL CONCERNED.
- JUST VERY REASSURING.
- KEPT ME INFORMED OF WHAT WAS GOING ON.
- LOOKED AFTER MOTHER - IN - LAW WHO HAD CALLED THEM. WE WERE ABROAD.
- MADE THE PLUGS SAFE.
- MOVED VEHICLE TO A SAFE OFF ROAD POSITION.
- OVERALL VERY WELL.
- REASSURANCE OF PRESENCE BEING LONE FEMALES.
- REASSURANCE, IT WAS IMMENSELY HELPFUL.
- REASSURING, CALM, HELPFUL AND VERY EXPERIENCED.
- REMOVED SMOKE AFTER THE FIRE PUT OUT, SO SMELL REDUCED.
- RESPONDED VERY QUICKLY AND KEPT DISRUPTION TO A MINIMUM.
- RESPONSE TIME.
- STARTED MY HUSBANDS TRACTOR WITHOUT A KEY!
- TALKED TO MYSELF AND MY CHILDREN, KEPT US CALM!
- THE FIREFIGHTERS WERE VERY REASSURING AND HELPED TO KEEP MY LITTLE BOY OCCUPIED WHILST THE OTHERS DEALT WITH THE INCIDENT.
- THE OFFICERS ON SCENE KEPT US VERY WELL INFORMED.
- THEY DID THEIR BEST AS THINGS WERE.
- THEY PUT THE FIRE OUT QUICKLY.
- THEY RETURNED AFTER A FEW HOURS WITH A THERMAL IMAGER TO CHECK, NO TRACE OF FIRE REMAINED WHICH I FOUND VERY REASSURING.
- THEY WERE ALL VERY UNDERSTANDING OF OUR AGE AND KEPT DAMAGE (I.E. WATER) TO A MINIMUM.
- THEY WERE SUPERB.
- THEY WERE VERY CARING AND COMFORTING.
- THEY WERE VERY COMPETENT AND WE WERE MORE AT EASE. THEY CLEARED EVERYTHING UP AND NOTHING IN THE HOUSE WAS DAMAGED.
- VERY POLITE.
- WORKING AS A TEAM AND REASSURANCE GIVEN TO ME.
- YES, SAVED MY GRANDSON'S LIFE.

Q. D4TX - If you have any suggestions on how the FRS could improve its service please state below.

- CAN'T THINK OF ANY.
- DRILL PRACTICE WITH OXYGEN SETS. P.S. I IMAGINE THE PROBLEM WAS NOTED AND HAS BEEN SORTED.
- IN SNOW AND ICE CONDITIONS MAKE SURE THE APPLIANCE HAS A SHOVEL TO DIG ITS WAY OUT.
- INFORM PEOPLE ABOUT WHAT THEY ARE DOING.
- NO.
- NONE.
- ***** PREVIOUS RESPONSE REPEATED 1 TIME ******
- NOT COMMENT ON IT BEING A FALSE ALARM AS THIS MAKES A PERSON FEEL THEY SHOULD NOT HAVE CALLED. I FEEL IT IS BETTER TO CALL, THAN WISH YOU HAD. THEY MADE ME FEEL SILLY.
- QUITE SATISFIED.
- THEY ARE VERY GOOD AT SUCH A NASTY TIME.
- TRACE CALLS BETTER. FOLLOW UP WITH HOME FIRE SAFETY CHECKS AS I WAITED IN FOR FIREMAN TO COME BUT HE DID NOT SHOW.

Q. E1 - Regardless of this incident, have you previously had a fire on these premises during the last three years?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	1	1%	1	1%
No	No	82	96%	82	99%
NAN	Not Answered	1	1%	-	-
DK	Don't know	1	1%	-	-
Total		85	100%	83	100%

	RESPONSE OPTIONS		
	Count	Yes	No
	N	%	%
Overall Figures	83	1	99

By Incident Type

1	Deliberate fire/arson	8	12	88
2	Chimney fire	4	0	100
3	Internal/Building fire	55	0	100
4	External fire	10	0	100
5	Special services	1	0	100
6	False alarm	1	0	100

By Ethnicity

1	White	80	1	99
2	Non-white	2	0	100

By Gender

1	Male	32	3	97
2	Female	50	0	100

By Age

1	16 to 39	19	0	100
2	40 to 59	33	3	97
3	60 and over	31	0	100

By Long-standing Illness/Disability

1	Long-standing illness/disability	27	4	96
2	No long-standing illness/disability	50	0	100

Q. E1 - Regardless of this incident, have you previously had a fire on these premises during the last three years? . . . Continued

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		83	1	99

By Smoker in the Household

1	Yes	20	5	95
2	No	61	0	100

By Household Type

1	Household with children	31	0	100
2	Household without children	49	2	98

By Housing Tenure

1	Owned	62	2	98
2	Rented	18	0	100

By Quarter Received In

1	Quarter one	9	0	100
3	Quarter three	32	0	100
4	Quarter four	42	2	98

Q. E2A - Thinking about the previous fire, how did you deal with it?

		All Responses		VALID RESPONSES	
MULTI-RESPONSE OPTIONS		Count	Total%	Count	Valid%
2	Dealt with it yourself	1	1%	1	100%
NAN	Not answered	1	1%	-	-
NAS	Not asked	83	98%	-	-
Respondent Count		85		1	
Total Number of Responses		85		1	

			MULTI-RESPONSE OPTIONS
			Count
			N
			%
Overall Figures			1
			100

By Incident Type

1	Deliberate fire/arson	1	100
---	-----------------------	---	-----

By Ethnicity

1	White	1	100
---	-------	---	-----

By Gender

1	Male	1	100
---	------	---	-----

By Age

2	40 to 59	1	100
---	----------	---	-----

By Long-standing Illness/Disability

1	Long-standing illness/disability	1	100
---	----------------------------------	---	-----

By Smoker in the Household

1	Yes	1	100
---	-----	---	-----

By Household Type

2	Household without children	1	100
---	----------------------------	---	-----

By Housing Tenure

1	Owned	1	100
---	-------	---	-----

By Quarter Received In

4	Quarter four	1	100
---	--------------	---	-----

Q. E2B - Were you or anyone else injured in the fire?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	1	1%	1	100%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	83	98%	-	-
	Total	85	100%	1	100%

Q. E2C - Where did the fire start?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
6	Other	1	1%	1	100%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	83	98%	-	-
Total		85	100%	1	100%

Q. E2D - What caused the fire?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
9	Deliberate fire/Arson	1	1%	1	100%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	83	98%	-	-
Total		85	100%	1	100%

Q. F1 - Are you...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
M	Male	32	38%	32	38%
F	Female	52	61%	52	62%
NAN	Not Answered	1	1%	-	-
Total		85	100%	84	100%

Q. F2 - What was your age on your last birthday?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
2	18 to 24	4	5%	4	5%
3	25 to 39	15	18%	15	18%
4	40 to 59	35	41%	35	41%
5	60 to 74	15	18%	15	18%
6	75 or over	16	19%	16	19%
Total		85	100%	85	100%

Q. F3 - What is your ethnic group?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	White - British	80	94%	80	95%
3	White - Any other White background	2	2%	2	2%
5	Mixed - White and Black African	1	1%	1	1%
8	Asian or Asian British - Indian	1	1%	1	1%
NAN	Not Answered	1	1%	-	-
Total		85	100%	84	100%

Q. F4 - Do you have any long standing illness, disability or infirmity?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	27	32%	27	34%
No	No	52	61%	52	66%
NAN	Not Answered	6	7%	-	-
Total		85	100%	79	100%

Q. F5 - Do you or anyone in your household smoke?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	20	24%	20	24%
No	No	63	74%	63	76%
NAN	Not Answered	2	2%	-	-
Total		85	100%	83	100%

Q. F6 - Which of the following best describes your household?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Single person	26	31%	26	32%
2	Single parent	3	4%	3	4%
3	Adult couple with no dependent children	20	24%	20	24%
4	Adult couple with dependent children	26	31%	26	32%
5	Group of adults	5	6%	5	6%
6	Group of adults with dependent children	2	2%	2	2%
NAN	Not Answered	3	4%	-	-
Total		85	100%	82	100%

Q. F7 - Is your home...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Owner occupied	64	75%	64	76%
2	Rented privately	4	5%	4	5%
3	Rented from the Council	6	7%	6	7%
4	Rented from a housing association	8	9%	8	10%
5	Another type of housing	2	2%	2	2%
NAN	Not Answered	1	1%	-	-
Total		85	100%	84	100%

Q. F7TX - Is your home...? Another type of housing

- PART RENT/PART BUY.
- RESIDENTIAL CARE.



Quality of Service Incidents in the Home

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 The Incident

A1 Which of the following best describes your incident? Please cross **one** box only

- | | | | | | |
|--|--------------------------|---|---|--------------------------|---|
| Deliberate fire/Arson | <input type="checkbox"/> | 1 | Flood | <input type="checkbox"/> | 6 |
| Chimney fire | <input type="checkbox"/> | 2 | Rescue of persons
(if not covered by any of other options) | <input type="checkbox"/> | 7 |
| Internal/Building fire (with flames) | <input type="checkbox"/> | 3 | Rescue of animals | <input type="checkbox"/> | 8 |
| Internal/Building fire (smoke only) | <input type="checkbox"/> | 4 | False alarm | <input type="checkbox"/> | 9 |
| External fire (including rubbish, bonfires etc) | <input type="checkbox"/> | 5 | | | |

Other (please write in)

A2 Did you call the Emergency Services yourself? Please cross **one** box only

- | | | | |
|--|--------------------------|----|-----------------------------|
| Yes - connected to Fire & Rescue Service (FRS) | <input type="checkbox"/> | 1 | → Please answer question A3 |
| Yes - connected to another emergency service | <input type="checkbox"/> | 2 | } Please go to section B |
| No | <input type="checkbox"/> | 3 | |
| Don't know/Can't remember | <input type="checkbox"/> | DK | |

A3 Thinking about your initial contact with the FRS on the telephone, do you agree or disagree that they were...? Please cross **one** box in each row

- | | Strongly Agree | Tend to Agree | Neither Agree nor Disagree | Tend to Disagree | Strongly Disagree | Can't Remember |
|-------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| Polite | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> CR |
| Helpful | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> CR |
| Efficient | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> CR |
| Reassuring | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> CR |
| Informative | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> CR |

(b) Thinking about your initial contact with the FRS on the telephone, how satisfied or dissatisfied were you with the service you received during your call?

- | | | | | | |
|----------------------------|----------------------------|------------------------------------|----------------------------|----------------------------|-----------------------------|
| Very Satisfied | Fairly Satisfied | Neither Satisfied nor Dissatisfied | Fairly Dissatisfied | Very Dissatisfied | Don't Know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> DK |

B At the Scene

B1 Were you present during the incident?

- | | | | |
|-----------|--------------------------|---|---|
| Yes | <input type="checkbox"/> | 1 | → Please answer question B2 and following |
| No | <input type="checkbox"/> | 2 | → Please go to section C |

B2 In your opinion, was the arrival time of the Fire & Rescue Service (FRS)...?

- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|-----------------------------|
| Quicker than Expected | As Expected | Slower than Expected | Had no Expectations | Don't Know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> DK |

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

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

- | | | | | | |
|-----------|--------------------------|---|----------|--------------------------|---|
| Yes | <input type="checkbox"/> | 1 | No | <input type="checkbox"/> | 2 |
|-----------|--------------------------|---|----------|--------------------------|---|

B4 Thinking about the firefighters at the scene, do you agree or disagree that they were...?

Please cross **one** box in each row

	Strongly Agree	Tend to Agree	Neither Agree Nor Disagree	Tend to Disagree	Strongly Disagree	Can't Remember
Polite	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> CR
Helpful	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> CR
Informative	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> CR
Efficient	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> CR
Sensitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> CR

B5 Do you feel the Fire and Rescue Service (FRS) kept the effects of the incident to a minimum?

Yes 1 No 2 Don't know DK

B6 Thinking about the FRS at the scene, how satisfied or dissatisfied were you with the service you received?

Very Satisfied 1 Fairly Satisfied 2 Neither Satisfied nor Dissatisfied 3 Fairly Dissatisfied 4 Very Dissatisfied 5 Don't Know DK

B7 Were you given any general safety advice by the FRS at the scene? Please cross **one** box only

Yes - found it useful 1 → Please go to section C
 Yes - did not find it useful 2 → Please answer part (b)
 No 3 → Please go to section C

(b) If no, please explain why you did not find the advice helpful.

C Information and Advice

C1 Were you offered a Home Fire Safety Check? Please cross **one** box only

Yes - accepted it 1 → Please go to question C2
 Yes - declined it 2 → Please answer part (b) and following
 No 3 → Please go to question C2

(b) If declined, please explain why you did not accept it.

C2 Has any of the advice you were given (at the scene or in a Home Fire Safety Check) been adopted? Please cross **one** box only

Yes 1 → Please go to question C3
 No 2 → Please answer part (b) and following
 Advice already in place 3 }
 No advice given 4 } Please go to question C3

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

C3 Were you offered a FRS information/advice booklet after your incident?

Please cross **one** box only

Yes - read it 1 → Please answer question C4
 Yes - did not read it 2 → Please go to section D
 No 3 → Please go to section D

C4 If you read the information/advice booklet, do you agree or disagree that the booklet was...?

Please cross **one** box in each row

	Strongly Agree	Tend to Agree	Neither Agree Nor Disagree	Tend to Disagree	Strongly Disagree	Can't Remember
Easy to understand	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> _{CR}
Informative	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> _{CR}
Helpful	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> _{CR}
Relevant	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> _{CR}

(b) What, if anything, could the FRS do to improve the booklet?

D Overall Service

D1 Taking everything into account, how satisfied or dissatisfied are you with the service you received from the Fire & Rescue Service (FRS)?

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Don't Know
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅	<input type="checkbox"/> _{DK}

D2 If you were dissatisfied with any part of the service you received, please explain why.

D3 Was there anything the FRS did particularly well?

D4 If you have any suggestions on how the FRS could improve its service please state below.

E Previous Experience

E1 Regardless of this incident, have you previously had a fire on these premises during the last three years?

Yes	<input type="checkbox"/> ₁	} Please go to section F
No	<input type="checkbox"/> ₂	
Don't know	<input type="checkbox"/> _{DK}	

E2 Thinking about the previous fire, how did you deal with it? Please cross **all boxes that apply**

Called the Fire & Rescue Service (FRS)	<input type="checkbox"/> ₁	Someone else dealt with it	<input type="checkbox"/> ₃
Dealt with it yourself	<input type="checkbox"/> ₂	Other	<input type="checkbox"/> ₄

(b) Were you or anyone else injured in the fire?

Yes	<input type="checkbox"/> ₁	No	<input type="checkbox"/> ₂
-----------	---------------------------------------	----------	---------------------------------------

(c) Where did the fire start? Please cross **one box only**

Kitchen	<input type="checkbox"/> ₁	Dining Room	<input type="checkbox"/> ₄
Bedroom	<input type="checkbox"/> ₂	Garage	<input type="checkbox"/> ₅
Lounge	<input type="checkbox"/> ₃	Other	<input type="checkbox"/> ₆

(d) What caused the fire? Please cross **one** box only

- | | | |
|--|---|--|
| Cigarettes <input type="checkbox"/> 1 | Candles <input type="checkbox"/> 5 | Deliberate fire/Arson <input type="checkbox"/> 9 |
| Children playing with fire <input type="checkbox"/> 2 | Cooking <input type="checkbox"/> 6 | Other <input type="checkbox"/> 10 |
| Accidents with matches/Lighters <input type="checkbox"/> 3 | Faulty electrical wiring <input type="checkbox"/> 7 | |
| Unswept chimney/Open fire <input type="checkbox"/> 4 | Faulty appliances <input type="checkbox"/> 8 | Don't know <input type="checkbox"/> DK |

F About you

The Fire & Rescue Service is keen to provide a fair and professional service to all members of society. We are asking the following questions for monitoring purposes only. Your individual details will be treated confidentially and will not be used for any other purpose.

F1 Are you...?

- Male 1 Female 2

F2 What was your age on your last birthday?

- | | | |
|---|---|---|
| 16 to 17 <input type="checkbox"/> 1 | 25 to 39 <input type="checkbox"/> 3 | 60 to 74 <input type="checkbox"/> 5 |
| 18 to 24 <input type="checkbox"/> 2 | 40 to 59 <input type="checkbox"/> 4 | 75 or over <input type="checkbox"/> 6 |

F3 What is your ethnic group? Please cross **one** box only

A. White

- British 1
Irish 2
Any other White background 3

C. Asian or Asian British

- Indian 8
Bangladeshi 9
Pakistani 10 Any other Asian background 11

B. Mixed

- White and Black Caribbean 4
White and Black African 5
White and Asian 6
Any other Mixed background 7

D. Black or Black British

- Caribbean 12
African 13 Any other Black background 14

E. Chinese or other ethnic group

- Chinese 15 Any other background 16

F4 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 No 2

F5 Do you or anyone in your household smoke?

- Yes 1 No 2

F6 Which of the following best describes your household?

- | | | |
|--|--|--|
| Single person <input type="checkbox"/> 1 | Adult couple with no dependent children <input type="checkbox"/> 3 | Group of adults <input type="checkbox"/> 5 |
| Single parent <input type="checkbox"/> 2 | Adult couple with dependent children <input type="checkbox"/> 4 | Group of adults with dependent children <input type="checkbox"/> 6 |

F7 Is your home...?

- Owner occupied 1 Rented from a Housing Association 4
Rented privately 2
Rented from the Council 3 Another type of housing (please write in)

F8 What is your full postcode?

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

--	--	--	--	--	--	--	--

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