



Public perceptions of fire and rescue services in England 2019

Questionnaire

1. Overall awareness and views of fire & rescue services

We are conducting a survey on behalf of Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

HMICFRS wants your help in understanding more about your views on local public services.

This information will be used to inform their work in England. The survey is being administered by BMG Research based in Birmingham.

The survey will take around 15 minutes to complete.

The subject matter and some of the questions may be considered distressing. If you do not wish to answer a question, then you do not need to and you can withdraw from the survey at any point.

Just to confirm, your responses will be treated in the strictest confidence. BMG Research abides by the Market Research Society Code of Conduct and data protection laws at all times.

You can find out more information about our surveys and what we do with the information we collect in our [Privacy Notice](#).

Click here to begin the survey [ARROW/CHECK BOX]

By clicking the button you agree to participate in the survey.

ASK ALL

QPOST. Can you please type in your full home postcode in the box below?

This information will only be used for statistical purposes to analyse the results by specific areas, such as Local Authority, Constituency and Government areas. Asking for your postcode saves you time and helps us to report more accurate information. All answers will be treated entirely anonymously and postcode information will not be used for any other purpose.

ADD ROUTING TO TERMINATE SURVEY IF POSTCODES FROM KENSINGTON AND CHELSEA, AND ANY RESPONDENTS WITHIN A 1KM RADIUS OF GRENFELL TOWER.

ASK ALL, SINGLE CODE

QGEN. What is your gender?

1. Male
2. Female
3. Other
4. Prefer not to say

ASK ALL, SINGLE CODE

QAGE. What is your age?

1. 16 – 24
2. 25 – 34
3. 35 – 44
4. 45 – 54
5. 55 – 59
6. 60 – 64
7. 65 – 74
8. 75+

ASK ALL, SINGLE CODE

QETHNIC. Which group do you consider you belong to?

1. White – English/Welsh/Scottish/Northern Irish/British
2. White – Irish
3. White – gypsy or Irish traveller
4. White – any other white background
5. Mixed – white and black Caribbean
6. Mixed – white and black African
7. Mixed – white and Asian
8. Mixed – any other mixed/multiple ethnic background
9. Asian/Asian British Indian
10. Asian/Asian British Pakistani
11. Asian/Asian British Bangladeshi
12. Asian/Asian British Chinese
13. Asian/Asian British any other Asian background
14. Black – African
15. Black – Caribbean
16. Black – any other black/African/Caribbean background
17. Arab
18. Any other ethnic group

19. Don't know/prefer not to say

ASK ALL, SINGLECODE

QWORK. What is your employment status?

1. Full time paid job (31+ hours)
2. Part time paid job (less than 31 hours)
3. Doing full time paid work on a self-employed basis or within your own business (31+ hours)
4. Doing part time paid work on a self-employed basis or within your own business (less than 31 hours)
5. Casual worker – not in permanent employment
6. Student/On a government training programme (National Traineeship/Modern Apprenticeship)
7. Retired
8. Unemployed and seeking work
9. Unemployed or not working due to long-term sickness/disability
10. Not working for other reason (e.g. looking after home and family)
11. Doing unpaid work for a business, community or voluntary organisation
12. Other
13. Prefer not to say

ASK ALL, SINGLECODE

Q1: Overall, how satisfied or dissatisfied are you with your local area as a place to live?

By "local area", we mean the area within about 15 minutes walking distance of your home.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL, DYNAMIC LIST

QNEW1. What is the name of the fire & rescue service in the area in which you currently live?

INSERT LIST OF FRS NAMES

ADD DON'T KNOW OPTION

IF FRS MATCHES POSTCODE READ OUT: Yes, your local Fire & Rescue Service is [INSERT NAME OF FRS DERIVED FROM POSTCODE]. Please think about this service when asked about your views of your local service.

IF FRS DOES NOT MATCH POSTCODE: Based on the postcode that you provided, your local fire and rescue service is <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>. Please think about <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT> when asked about your views of your local service.

ASK ALL, SINGLECODE FOR EACH

Q2: How satisfied or dissatisfied are you with the fire & rescue service in your local area?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK ALL, SINGLECODE FOR EACH

Q3: Over the past 12 months do you think the service provided by the fire & rescue service in your local area has got better, worse, or stayed about the same?

1. Got better
2. Got worse
3. Stayed about the same
4. Lived in area less than a year
5. Don't know

2. Overall perceptions of local fire & rescue services

SHOW ALL: The next questions will ask about your views of the fire & rescue service. We are interested in your responses even if you have had no experience of the Fire & Rescue Service. When answering the following questions, please think of <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>.

The subject matter and some of the questions may be considered distressing. If you do not wish to answer a question, then you do not need to and you can withdraw from the survey at any point.

ASK ALL, SINGLE CODE

Q4NEW. Thinking about your local fire & rescue service, do you think they have a good reputation?

1. All of the time
2. Most of the time
3. Some of the time
4. Hardly ever
5. Never
6. Don't know

ASK ALL, SINGLECODE

Q7. To what extent do you agree or disagree that the fire & rescue service in your local area provides good value for money?

1. Strongly agree
2. Tend to agree
3. Neither agree nor disagree
4. Tend to disagree
5. Strongly disagree
6. Don't know

ASK ALL, SINGLECODE PER ROW

Q10. How confident are you, if at all, that the fire & rescue service in your local area provides an effective service overall?

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

3. Fire & rescue services activities

SHOW ALL: When answering the next set of questions, please think about <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>

ASK ALL, MULTICODE. RANDOMISE

Q6. What do you think your local fire & rescue service does?

Please select all that apply

1. Responding to fires
2. Rescuing people from road traffic collisions
3. Responding to emergencies such as flooding and terrorist incidents
4. Preventing fires and promoting fire safety
5. Ensuring those responsible for public and commercial buildings comply with fire safety regulations
6. Obtaining information from landlords/building owners to improve response if a fire or other emergency occurs in the building
7. Collaborating with other organisations, for example the police and ambulance service
8. None of the above [EXCLUSIVE]
9. Don't know [EXCLUSIVE]

SHOW ALL:

The Fire & Rescue Service have a responsibility to carry out the following activities:

1. Responding to fires
2. Rescuing people from road traffic collisions
3. Responding to emergencies such as flooding and terrorist incidents
4. Preventing fires and promoting fire safety
5. Ensuring those responsible for public and commercial buildings comply with fire safety regulations
6. Obtaining information from landlords/building owners to improve response if a fire or other emergency occurs in the building
7. Collaborating with other organisations, for example the police and ambulance service

ASK ALL, MULTI

Q6NEW. Which of the following activities do you think are the most important for your local fire & rescue service to prioritise? Please select which is the most important, the second most important and the third most important.

RANDOMISE

1. Responding to fires
2. Rescuing people from road traffic collisions
3. Responding to emergencies such as flooding and terrorist incidents
4. Preventing fires and promoting fire safety
5. Ensuring those responsible for public and commercial buildings comply with fire safety regulations
6. Obtaining information from landlords/building owners to improve response if a fire or other emergency occurs in the building
7. Collaborating with other organisations, for example the police and ambulance service
8. None of the above [EXCLUSIVE]
9. Don't know [EXCLUSIVE]

Scale

1. Most important
2. Second most important
3. Third most important

ASK ALL. MULTI, RANDOMISE CODES, KEEP DK, NONE OF THE ABOVE AND OTHER AT THE BOTTOM

Q26. Fire & rescue services across England need to prioritise what they provide in terms of time and resources committed. Apart from extinguishing fires and the other work fire & rescue services have responsibility for doing, which other activities do you think they should prioritise? Please select which is the most important, the second most important and the third most important.

1. Promoting road safety
2. Promoting water safety
3. Responding to medical incidents (either assisting the ambulance service or as a first responder or to serious medical calls)
4. Responding to storms and other natural disasters
5. Responding to water rescue incidents (e.g. when someone is in trouble in a body of water)
6. Responding to animal rescue
7. None of the above [EXCLUSIVE]

8. Don't know [EXCLUSIVE]

Scale

1. Most important
2. Second most important
3. Third most important

ASK IF CODES 1-7 AT Q6NEW AND CODES 1-6 AT Q26, MULTI

Q26NEW. In the previous two questions you selected the below six activities as important for your local fire & rescue service to prioritise, which include activities that they have responsibility for doing and things that they could do in addition to their main tasks. Overall, out of the six options below, which do you think are the three most important? Please select which is the most important, the second most important and the third most important.

RANDOMISE ROWS, KEEP DK AT THE BOTTOM

ROWS:

1. SHOW CODE 1 SELECTED AT Q6NEW
2. SHOW CODE 2 SELECTED AT Q6NEW
3. SHOW CODE 3 SELECTED AT Q6NEW
4. SHOW CODE 1 SELECTED AT Q26
5. SHOW CODE 2 SELECTED AT Q26
6. SHOW CODE 3 SELECTED AT Q26
7. Don't know [EXCLUSIVE]

Scale

1. Most important
2. Second most important
3. Third most important

ASK ALL, SINGLECODE

QSTAFF. Which of the following statements do you think is true about your local fire & rescue service?

Please select one answer only

1. All of the fire stations in my service have firefighters who are at the station all of the time
2. Most of the fire stations in my service have firefighters who are at the station all of the time, but some of the stations have on call firefighters who travel to the station before responding to an incident

3. Most of the stations have on call firefighters who travel to the station before responding to an incident, but some of the fire stations in my service have firefighters who are at the station all of the time
4. All of the stations have on call firefighters who travel to the station before responding to an incident
5. Don't know

ASK ALL, SINGLE

QRESP. Responsibility for fire safety in public and commercial buildings sits with a 'responsible person' such as the building owner or managing agent. Fire & rescue services are required to ensure that this person is complying with fire safety regulations including whether they have properly assessed fire risks in the building(s) they are responsible for. This can also, where necessary, include prosecutions. Before today, were you aware that fire & rescue services can prosecute those responsible if they fail to comply with fire safety regulations?

1. Yes
2. No
3. Don't know

ASK ALL, MUST SELECT 3

QGROUPS. In England and Wales, the Fire and Rescue Services Act (2004) created a statutory duty on fire & rescue services to promote fire safety, placing the prevention of fires at the heart of their activity. Fire and rescue services must carefully consider how to fulfil this duty when producing strategic plans and deciding how to prioritise their resources. Which of the following do you think are the three most important groups for your local fire & rescue service to target for fire prevention activities?

RANDOMISE ROWS

ROWS:

1. Children
2. Students (aged 16–24)
3. Those aged 65+
4. Families with children under the age of 16
5. Single parents
6. Disabled or those with restricted mobility

7. Smokers
8. Residents living in an apartment/flat in a building with fewer than four floors
9. Residents living in an apartment/flat in a building with four floors or more
10. People with substance abuse problems (e.g. alcohol or drugs)
11. People living in rented accommodation
12. Those likely to engage in arson or fire setting
13. People who accumulate an excessive number of possessions resulting in unmanageable amounts of clutter (e.g. hoarding)
14. People who live on their own
15. People with an emotional, psychological or mental health condition (e.g. depression or schizophrenia)
16. None of the above, everyone should be targeted equally [EXCLUSIVE]

COLUMNS:

1. Most important target
2. Second most important target
3. Third most important target

ASK ALL, MULTI

QSAF. To reduce the number and severity of fires, fire & rescue services must promote fire safety. Increasingly, fire & rescue services are expanding fire safety checks in people's homes to include other aspects of wellbeing. Which of the following do you think these checks should include?

Please select all that apply

RANDOMISE CODES, KEEP CODES 9, 10 AND 11 AT THE BOTTOM

1. Identifying potential fire risks
2. Taking actions to reduce fire risks
3. Health screening/detection (e.g. bowel cancer screening)
4. Health promotion (e.g. healthy eating advice)
5. Ensuring working smoke alarms are fitted
6. Advice on social welfare (e.g. crime prevention)
7. Advice on slips, trips and falls
8. Referrals to other agencies (e.g. health or social care)
9. Other prevention activity (please specify)
10. None of the above
11. Don't know [EXCLUSIVE]

4. Interest and engagement with local fire & rescue service

SHOW ALL: When answering the next set of questions, please think about <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>

ASK ALL, SINGLECODE

Q12. How interested, if at all, are you in knowing what your local fire & rescue service is doing in your local area?

1. Very interested
2. Fairly interested
3. Not very interested
4. Not at all interested
5. Don't know

MULTICODE MAX 3

RANDOMISE

ASK IF CODE 1 OR 2 at Q12

Q13. And what are you most interested in knowing about? Please select up to 3.

1. My personal safety
2. Keeping my property safe from fire
3. The range of services provided by the fire & rescue service
4. What my local fire & rescue service is doing
5. How the fire & rescue service is working with people at risk of fire
6. How to get involved with the activities of my local fire & rescue service
7. How my local fire & rescue service has performed
8. Who runs my fire & rescue service
9. None of these

ASK ALL, SINGLECODE

Q11. Overall, how well informed do you feel about what the fire & rescue service in your local area is doing?

1. Very informed
2. Fairly informed
3. Not very informed
4. Not at all informed
5. Don't know

ASK IF Q11=3 OR 4

SINGLE CODE, RANDOMISE EXCEPT OTHER AND DK

Q11B. What is the main reason why you not feel informed about what the fire & rescue service in your local area is doing?

1. I am not interested in finding out more
2. I haven't seen any information about my FRS
3. I couldn't find the information I wanted to know about my FRS
4. The information I have seen about my FRS was not easy to understand
5. Other (please specify)
6. Don't know

ASK ALL, SINGLECODE

Q14: In the past 12 months have you been asked about your views on fire & rescue services in the area where you live? This may have been in person or another method i.e. a questionnaire, on a website.

Please do not include this questionnaire or a similar survey that HMICFRS conducted last year.

1. Yes
2. No
3. Don't know

ASK ALL, SINGLECODE

Q14NEWB. To what extent do you agree or disagree that the fire & rescue service in your local area listens to the views of the public when setting priorities?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree

6. Don't know

ASK ALL, SINGLECODE 13 AND 14 ONLY. OTHERWISE MULTICODE.
RANDOMISE APART FROM CODES 12–14.

Q15. In which of the following ways have you heard about your local fire & rescue service in the last 12 months?

Please select all that apply

1. Social media
2. Websites
3. Spoken with family/friends
4. I have been contacted by my local fire & rescue service
5. I have been contacted by my local fire & rescue authority
6. Attended a community event/open day
7. Contacted my local MP or MEP
8. I was asked to sign a petition
9. Findings from inspections by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)
10. Via local or national news
11. Consultation from my fire & rescue service or authority
12. Other
13. I have not heard about my local fire and rescue service via any of the above channels in the past 12 months
14. Don't know

5. Contact with fire & rescue services

SHOW ALL: When answering the next set of questions, please think about <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>

ASK ALL, MULTICODE EXCEPT CODES 11 AND 12

Q19. Have you had any contact or interaction with your local fire & rescue service for any of the following reasons in the past 12 months?

Please select all that apply

1. Reporting a fire incident
2. Reporting a non-fire incident
3. As a witness to a fire incident
4. As a witness to a non-fire incident
5. Attend a community event/open day
6. As part of a home safety/fire risk check
7. To help you install fire safety equipment (i.e. smoke alarms and fire extinguishers)
8. As part of a fire safety audit/inspection (public and commercial buildings and spaces)
9. Applying or enquiring about a job
10. Other reason for contact
11. I have not had contact with my local fire & rescue service
12. Don't know/can't remember

SINGLE CODE

ASK IF ANY CONTACT WITH FIRE & RESCUE SERVICE IN PAST YEAR (IF Q19=1-10)

Q20: On how many occasions in the past 12 months have you had contact with your local fire & rescue service?

1. One occasion
2. 2 or 3 occasions
3. 4 or 5 occasions
4. More than 5 occasions

5. Don't know/can't remember

ASK IF (Q20 = CODES 2-4) AND MORE THAN ONE CODE IS SELECTED AT Q19
SINGLECODE

Q22: What was the reason that you last had any contact or interaction with your local fire & rescue service?

<INSERT ALL RESPONSES TO Q19>

1. Reporting a fire incident
2. Reporting a non-fire incident
3. As a witness to a fire incident
4. As a witness to a non-fire incident
5. Attend a community event/open day
6. As part of a home safety/fire risk check
7. To help install fire safety equipment (i.e. smoke alarms and fire extinguishers)
8. As part of a fire safety audit/inspection (public and commercial buildings and spaces)
9. Applying or enquiring about a job
10. Other reason for contact
11. Don't know/can't remember

ASK IF ANY CONTACT WITH LOCAL FIRE SERVICE IN PAST YEAR (IF Q19=1-10)
SINGLECODE

Q23: Thinking back to the last occasion when you had contact with your local fire & rescue service (<IF Q20=2-4, INSERT RESPONSE TO Q22, OTHERWISE INSERT RESPONSE TO Q19>), overall how satisfied or dissatisfied were you with the service you received?

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK IF ANY CONTACT WITH LOCAL FIRE SERVICE IN PAST YEAR (IF Q19=1-8 and 10 BUT NOT CODE 9), SINGLECODE

Q23NEW. did you feel safer after your last contact with your local fire & rescue service?

1. Yes, I felt much safer
2. Yes, I felt a little safer
3. It made no difference
4. No, I felt a little less safe
5. No, I felt much less safe
6. Not applicable
7. Don't know/can't remember
8. Prefer not to say

6. Fire safety

ASK ALL, SINGLE CODE PER ROW

RANDOMISE ROWS

QRISKS. To what extent do you agree or disagree with the following statements?

ROWS:

1. I have a good understanding of what fire risks are in the home
2. Every home should have working smoke alarms
3. There is a small risk of fire in most homes

COLUMNS:

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Don't know

ASK ALL, SINGLE CODE

QADV. Have you seen, read or heard anything telling you about fire safety (including smoke alarms) in the last three months?

1. Yes
2. No
3. Don't know/can't remember

ASK IF QADV=1, MULTICODE. RANDOMISE APART FROM CODES 12 AND 13

QCAMP. What was the advert or story trying to say?

Please select all that apply

1. Test your smoke alarm(s)
2. Encouraging you to have smoke alarms
3. How to get smoke alarms installed

4. Create an escape plan to use in the event of a fire
5. Be careful of fire risks in the home
6. What to do in the event of a fire
7. Fire safety precautions to take when cooking
8. Barbeque safety and outdoor fire safety
9. The potential fire hazards of kitchen appliances
10. How to choose a fire extinguisher for the home
11. Fire safety precautions for smokers
12. None of the above
13. Don't know

ASK IF QADV=1, MULTICODE

CODES 12 AND 13 ARE SINGLE CODE. RANDOMISE APART FROM CODES 12 AND 13

QACT. Did you do any of the following as a result of seeing or hearing this?

Please select all that apply

1. Tested my smoke alarm
2. Tested someone else's smoke alarm
3. Suggested that somebody else should test their smoke alarm
4. Thought about buying a smoke alarm
5. Bought a smoke alarm
6. Created an escape plan for my home in the event of a fire
7. Thought more about cooking safety
8. Thought more about outdoor fire and barbeque safety
9. Thought more about smoking fire safety
10. Went online to find out more
11. Changed or modified my kitchen appliances
12. None of the above
13. Don't know/can't remember

ASK ALL, SINGLE CODE

RANDOMISE CODES BUT KEEP DK AT THE BOTTOM

QPURCH. Please tell us what you would do in the following hypothetical scenario. You are looking to buy a new tumble dryer. When you get to the shop, you are drawn to a well-known model as it's reasonably priced and it seems to have all the functionalities that you were looking for. However, you've heard that the brand has recalled other models of tumble dryers over fire safety concerns. What would you do?

1. I would not buy the tumble dryer that I have just seen
2. I would try and find more information about the models of the well-known brand tumble dryers that were recalled before buying the product
3. I would buy the product anyway
4. Don't know

ASK ALL, SINGLE CODE PER ROW

Q17A. What would you do in the following situations?

ROTATE ORDER OF ROWS

1. If you suspected fire safety regulations were not being followed in a public or commercial building or space
2. If you thought a family member or member of your local community was at risk of fire in the home

ROTATE ORDER OF COLUMNS, KEEP CODES 8, 9 AND 10 AT THE BOTTOM

COLUMNS:

1. Dial 999 and ask for the fire & rescue service
2. Dial 999 and ask for the police service
3. Dial 999 and ask for the ambulance service
4. Dial 101 (the non-emergency police number)
5. Call the fire & rescue service on another number
6. Contact the fire & rescue service online
7. Contact the fire & rescue service in person
8. Other (SPECIFY)
9. Do nothing
10. Don't know

ASK ALL, SINGLE CODE PER ROW

Q17. How confident are you, if at all, that you could easily speak to or access fire & rescue service in your local area in the following situations?

ROTATE ORDER OF ROWS

1. If you suspected fire safety regulations were not being followed in a public or commercial building or space
2. If you thought a family member or member of your local community was at risk of fire in the home

COLUMNS:

1. Very confident
2. Fairly confident
3. Not very confident
4. Not at all confident
5. Don't know

ASK ALL, SINGLE CODE

Q18a. Please look at the scenario pictured below. If this happened in your home, what do you think you would do?



Photos provided by Cheshire Fire and Rescue Service.

1. Nothing
2. Try to put it out yourself
3. Ask a family member/neighbour for help
4. Call 999
5. Other (please specify)

ASK ALL, SINGLE CODE

Q18b. Please look at the scenario pictured below. If this happened in your home, what do you think you would do?

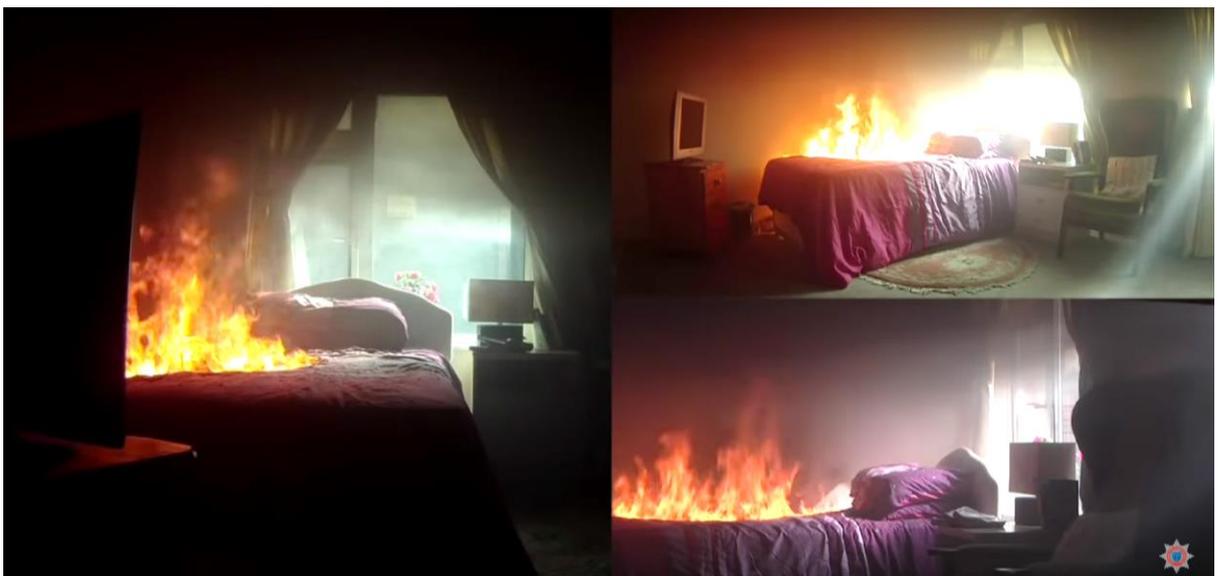


Photos provided by Cheshire Fire and Rescue Service.

1. Nothing
2. Try to put it out yourself
3. Ask a family member/neighbour for help
4. Call 999
5. Other (please specify)

ASK ALL, SINGLE CODE

Q18c. Please look at the scenario pictured below. If this happened in your home, what do you think you would do?



Photos provided by Cheshire Fire and Rescue Service.

1. Nothing
2. Try to put it out yourself
3. Ask a family member/neighbour for help
4. Call 999
5. Other (please specify)

SHOW ALL. ENSURE RESPONDENTS SPEND AT LEAST 10 SECONDS ON THIS SCREEN: In the event of a fire in your home:

- Don't tackle fires yourself. Leave it to the professionals.
- Keep calm and act quickly, get everyone out as soon as possible.
- Don't waste time investigating what's happened or rescuing valuables.
- If there's smoke, keep low where the air is clearer.
- Before you open a door check if it's warm. If it is, don't open it – fire is on the other side.
- Call 999 as soon as you're clear of the building.

7. Fire & rescue service image and reputation

SHOW ALL: When answering the next set of questions, please think about <INSERT NAME OF LOCAL FRS ACCORDING TO POSTCODE GIVEN BY RESPONDENT>

ASK ALL, SINGLE CODE

Q25: Thinking about the fire & rescue service in the area where you live, how often would you say that they apologise when they get things wrong?

1. All of the time
2. Most of the time
3. Some of the time
4. Hardly ever
5. Never
6. Don't know

ASK ALL, SINGLE CODE

Q17E. Every fire & rescue service is overseen by a fire and rescue authority that is responsible for how the service operates. Before today, were you aware of this?

1. Yes
2. No
3. Don't know

ASK ALL, MULTI, MUST SELECT THREE. RANDOMISE APRT FROM CODES 10 AND 11

QDIVA. What do you think would help to make your local fire & rescue service more inclusive in terms of ethnicity, gender, sexual orientation, disabilities and religious beliefs? Please select which you think would be the most helpful, the second most helpful and the third most helpful.

1. Promotion of the different roles available within fire & rescue services
2. Promotion of the benefits of working for a fire & rescue service
3. Promotion of the routes to working in the fire & rescue service

4. More flexible working patterns
5. Showing what fire and rescue staff look like in real life
6. Engagement with children through careers events
7. Open days and 'have a go' events
8. A national firefighter marketing campaign
9. Local recruitment marketing
10. Other
11. Don't know

Scale

1. Most helpful
2. Second most helpful
3. Third most helpful

ASK ALL, SINGLE CODE

QNEW: In the early hours of Wednesday 14th June 2017, a fire broke out in Grenfell Tower in London and 72 people lost their life. How, if at all, did the Grenfell fire impact your views of fire & rescue services?

1. Made me view the fire & rescue service much more positively
2. Made me view the fire & rescue service a little more positively
3. Made no difference to how I view the fire & rescue service
4. Made me view the fire & rescue service a little more negatively
5. Made me view the fire & rescue service much more negatively
6. Don't know

8. Views on HMICFRS

ASK ALL, SINGLE CODE

Q27. In July 2017 HMIC (Her Majesty's Inspectorate of Constabulary) took on responsibility for fire & rescue service inspections and was renamed HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). In the press, HMICFRS is referred to by a variety of names including the 'police watchdog' and the 'police inspectors'. Have you read, seen or heard anything from HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) in the last 12 months?

1. Yes – definitely
2. Yes – I think so
3. No – have not read, seen or heard anything
4. Don't know

MULTICODE, RANDOMISE ORDER 1-15

ASK ONLY IF CODE 1 or 2 AT Q27

Q31. Where did you read, see or hear the work from HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) in the last 12 months?

1. Through my fire & rescue service
2. Through a fire & rescue service which is not my local service
3. Through my local police
4. Through my local fire & rescue authority
5. Through local councillor
6. Through another criminal justice organisation e.g. Crimestoppers, Victim Support, Neighbourhood Watch
7. Local newspapers
8. National newspapers
9. Local TV
10. National TV

11. Local radio
12. National radio
13. From HMICFRS (Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services) directly
14. From social media sites e.g. Twitter, Facebook
15. From other websites
16. Through family/friends
17. Other
18. Don't know/can't remember

9. Demographics

SHOW ALL: We'd now like to ask a few questions about you. These will help us see if there are any differences in the views of different groups. Individual details will be kept strictly confidential and it will not be possible to identify an individual or household from the results.

ASK ALL, SINGLE CODE

QRESIDENCE. How long have you lived at your current address?

1. Less than 6 months
2. 6 months to one year
3. Over one and up to two years
4. Over two and up to 5 years
5. Over 5 years up to 10 years
6. More than 10 years
7. Don't know
8. Prefer not to say

ASK ALL, MULTICODE BUT CODES 6 AND 7 SINGLECODES

QPUBLIC. Do you or anyone in your household work for any of the following?

1. A fire & rescue service
2. A police force
3. Local authority
4. NHS
5. Other public sector services
6. None of these
7. Prefer not to say

ASK ALL, SINGLE CODE

QRELIG. Which of these best describe your religion?

1. No religion
2. Christian (including Church of England, Catholic, Protestant and all other Christian denominations)
3. Buddhist
4. Hindu
5. Jewish
6. Muslim
7. Sikh
8. Other (please state)
9. Prefer not to say

ASK ALL, SINGLE CODE

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

1. Yes
2. No
3. Prefer not to say

ASK ALL, MULTI

QDISB. Do any of these conditions or illnesses effect you in any of the following ways?

Please select all that apply

1. Vision (for example blindness or partial sight)
2. Hearing (for example deafness or partial hearing)
3. Mobility (for example walking short distances or climbing stairs)
4. Dexterity (for example lifting or carrying objects, using a keyboard)
5. Learning or understanding or concentrating
6. Memory
7. Mental health
8. Stamina or breathing fatigue
9. Socially or behaviourally (for example associated with autism, attention deficit disorder or Asperger's syndrome)
10. Other
11. None of the above

ASK ALL, SINGLE CODE

QSEXU. Which of the options on this screen best describes how you think of yourself?

1. Heterosexual/Straight
2. Gay/Lesbian
3. Bisexual
4. Other
5. Prefer not to say

ASK ALL, SINGLE CODE

QSTATUS. Which of the following best describes your current marital status?

1. Single
2. Cohabiting with a partner
3. Married or in a Civil Partnership and living with your spouse/partner
4. Married or in a Civil Partnership and separated from your spouse/partner
5. Divorced or Civil Partnership legally dissolved
6. Widowed
7. Don't know
8. Prefer not to say

ASK ALL, SINGLE CODE

QAD. Including yourself, how many adults, aged 16 or older, live in your household?

1. I am the only adult in the household
- 2.
- 3.
- 4.
- 5.
6. More than 5
7. Prefer not to say

ASK ALL, SINGLE CODE

QCH. How many children aged under 16 live in your household?

0. None
- 1.
- 2.
- 3.
- 4.

- 5.
6. More than 5
7. Prefer not to say

ASK ALL, SINGLE CODE

QSMOKE. Do you smoke?

1. Yes
2. No
3. Prefer not to say

ASK ALL, SINGLE CODE

QSMOKE2. Does someone else in your household smoke?

1. Yes
2. No
3. Prefer not to say

ASK ALL, SINGLE CODE

QOWN. Which of the following best describes the ownership of your home?

1. Rented from a private landlord/letting company
2. Rented from a Council or Local Authority
3. Rented from a Housing Association or Social Housing Provider
4. Homeowner (with a mortgage)
5. Homeowner (owned outright)
6. Shared ownership
7. Student accommodation
8. Living with parents/extended family
9. Other
10. Prefer not to say

ASK ALL, SINGLE CODE

QHOUS. Which of the following best describes your home?

1. Detached house
2. Semi-detached or terraced house
3. Apartment/flat in building with less than four floors
4. Apartment/flat in building with four floors or more
5. Bungalow
6. Other
7. Prefer not to say

ASK ALL, SINGLE CODE

QHAPPY. In a scale of 0 to 10, where 0 is not at all and 10 is completely happy, how happy did you feel yesterday?

- 0. Not at all happy
- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10. Completely happy
- 11. Prefer not to say