



# **Cambridgeshire Fire & Rescue Service Public Survey BVPI 2006**

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## **Weighted Cross-tabulations for Cambridgeshire Fire & Rescue Service**

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**Opinion Research Services**

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# Interpreting Data - A User's Guide

## 1. General

### 1.1. 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. A01 - Is this your only home?

		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
--	Not Answered	25	25%	-	-
01	Yes	50	50%	50	67%
02	No	25	25%	25	33%
<b>Total</b>		<b>100</b>	<b>100%</b>	<b>75</b>	<b>100%</b>

In the above example, 100 people returned a questionnaire. For question A01: 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 A01 above, 75 of the 100 responses should be considered ‘valid data’. The percentage splits can then be calculated as 67% for yes (50 out of 75) and 33% for no (25 out of 75).

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

## 2. Basic Data Tables

### 2.1. 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. A02 - How satisfied or dissatisfied are you with your home?

		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
--	Not Answered	20	20%	-	-
01	Very satisfied	30	30%	30	38%
02	Fairly satisfied	20	20%	20	25%
03	Neither satisfied nor dissatisfied	10	10%	10	13%
04	Fairly dissatisfied	15	15%	15	19%
05	Very dissatisfied	5	5%	5	6%
<b>Total</b>		<b>100</b>	<b>100%</b>	<b>80</b>	<b>100%</b>

### 2.2. 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 50). 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 50 respondents selected good salary; 25 selected good working conditions; and a further 25 selected job security.

All multi-response valid percentages for each option are calculated by dividing the total number of people who selected that option by the number of people who gave at least one valid answer to the question (the respondent count). In this example, the respondent count was 50, and 25 respondents selected good working conditions. Therefore, the valid percentage for this option was 50%. The total number of responses shows how many valid responses were given in total. In this case the 50 respondents who gave at least one valid answer gave 100 responses in total, and therefore on average gave 2 responses each.

#### Q. A03 - What first attracted you to work with this company?

		Unweighted Count	Weighted Valid%
01	A-Good salary	50	100%
02	B-Good working conditions	25	50%
03	C-Job security	25	50%
Respondent Count		50	
Total Number of Responses		100	

### 3. Cross-tabulations

#### 3.1. 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.

In cross-tabulations produced by ORS, the sub-groups are identified down the left-hand side. The range of responses given to the question is shown across the top of the table and the figures directly underneath refer to the overall distribution of valid responses. These figures give a benchmark/average against which to judge each sub-group. By identifying sub-groups on the left, and then reading across the table, the responses of different 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 2863 valid responses, but the number of cases in the gender sub group totals only 2750 – showing that not everyone who gave a valid response to the main question also answered the question regarding their gender.

		<b>Unweighted Count</b>	<b>VS*</b>	<b>FS*</b>	<b>NSND*</b>	<b>FD*</b>	<b>VD*</b>
		N	%	%	%	%	%
<b>By Overall Figures</b>		<b>2863</b>	75	17	5	1	1
<b>By Gender</b>							
01	Male	1349	71	20	6	1	2
02	Female	1401	79	15	4	1	1

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

#### 3.2. Interpreting the Data

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).

Given the sample size for each sub-group in this example (1349 males and 1401 females), and the polarised split in opinion, the difference between the responses of men and women is statistically significant. Applying standard statistical procedures, which we do not need to discuss in detail here, 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.

### 3.3. More Complex Cross-tabulations

In the following table, note that 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. The percentages are shown in two ways: first, as a proportion of the questionnaires returned and, secondly as a proportion of the valid responses.

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

#### **Q. A04 – How satisfied or dissatisfied were you with the response you received?**

	All Responses		Valid Responses	
	Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
-- Not Answered	143	1%	-	-
01 Very satisfied	2145	8%	2145	75%
02 Fairly satisfied	493	2%	493	17%
03 Neither satisfied nor dissatisfied	144	1%	144	5%
04 Fairly dissatisfied	39	0%	39	1%
05 Very dissatisfied	42	0%	42	1%
>> Question not asked	22900	88%	-	-
<b>Total</b>	<b>25906</b>	<b>100%</b>	<b>2863</b>	<b>100%</b>

	Unweighted Count	VS	FS	NSND	FD	VD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>2863</b>	75	17	5	1	1
<b>By Gender</b>						
01 Male	1349	71	20	6	1	2
02 Female	1401	79	15	4	1	1

<b>By Age</b>						
01 18 to 29	192	72	18	7	2	1
02 30 to 44	744	72	20	5	1	1
03 45 to 59	764	72	19	5	2	1
04 60 to 74	620	80	13	4	1	2
05 75 and over	363	79	15	5	1	1

<b>By Employment Status</b>						
01 Working	1438	71	20	6	2	1
02 Retired	773	78	15	4	1	2
03 Otherwise not working	554	79	13	5	1	2

## 4. Representativeness of Results

### 4.1. General

The extent to which results can be generalised from a sample depends upon how well the sample represents the population from which it is drawn. Although a survey may be distributed to the whole population, the returned sample can still be unbalanced due to non-response by some.

Under these circumstances inferences about the views of the population can be improved by calculating weights for any under or over-sampling of particular groups. Weights are assigned by comparing the sample proportions for particular groups with known population characteristics from other sources for the same groups. Each observation is then multiplied by its weight to ensure that the weighted sample will conform to the known population characteristics.

The weighted data should therefore be representative of the population and should be treated as being so.

If when comparing the profile of respondents to comparative data we find that they are a close enough match (that is within the given margin of error), then the results can be considered representative of the population even though no weight has been applied.

If no comparative data is available then we are unable to determine how representative the respondents to a survey are and the results can only be considered to be the views of respondents and not any particular population.

### 4.2. Further complications

A complication which can occur when weighting data is if the group to whom the questionnaires have been distributed do not necessarily match who the results have been weighted to. As an example, if questionnaires have been sent to household addresses, but anyone aged 16+ could complete the questionnaire we may then weight the data to be representative of all people aged 16+. In this instance if the questionnaire asked 'Has anyone in your household...?' the weighted results would represent the percentage of people aged 16+ and NOT the percentage of households who fell into this category. Under this circumstance great care must be taken when interpreting the results.

Another issue is where exact comparative data is not available. For example if we have asked the head of household/owner/tenant to complete the question, but we only have comparative data for household reference person. We may use those characteristics that are likely to be the same to compare and the weighted data will then be representative of the head of household/owner/tenant NOT the household reference person, even though that is what we compared against.

### 4.3. Un-weighted counts and weighted percentages

When weights have been applied to the results all percentages will refer to the weighted figures. However, all counts will still refer to un-weighted figures. Therefore as shown in the example below by dividing the count for a particular response by the total number of valid respondents for that question you will not necessarily get the valid percentage (1770/3667=48%).

When using weighted data counts should only be referred to in order to determine the statistical reliability that can be placed on a result and for this purpose un-weighted counts must be used.

#### **Q. A05 – What is your gender?**

		<b>All Responses</b>		<b>Valid Responses</b>	
		<b>Unweighted Count</b>	<b>Weighted Total%</b>	<b>Unweighted Count</b>	<b>Weighted Valid%</b>
--	Not Answered	175	5%	-	-
01	Male	1770	42%	1770	45%
02	Female	1897	53%	1897	55%
<b>Total</b>		<b>3842</b>	<b>100%</b>	<b>3667</b>	<b>100%</b>

**Q. A01 - Taking everything into account, how satisfied or dissatisfied are you with the way Cambridgeshire Fire and Rescue Authority runs things?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	48	3%	-	-
VS	Very satisfied	447	29%	447	30%
FS	Fairly satisfied	361	27%	361	28%
NSND	Neither satisfied nor dissatisfied	482	40%	482	41%
FD	Fairly dissatisfied	15	1%	15	1%
VD	Very dissatisfied	4	0%	4	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1309</b>	<b>100%</b>

	Unweighted Count	VS	FS	NSND	FD	VD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1309</b>	30	28	41	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	52	48	0	0	0
02	Not satisfied	501	0	0	97	3	1

**By Satisfaction With Service Provided By FRA**

01	Satisfied	813	50	45	5	0	0
02	Not Satisfied	484	1	4	92	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	53	33	13	1	0
02	No	1213	28	27	43	1	0

**By Gender**

01	Male	640	30	29	40	1	0
02	Female	615	29	27	42	1	0

**By Age**

01	18 to 29	81	22	29	49	0	0
02	30 to 44	302	22	27	50	1	0
03	45 to 59	343	29	26	43	2	0
04	60 to 74	329	39	32	28	1	0
05	75 and over	173	51	31	16	1	1

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	339	36	34	29	1	0
02	No long-standing illness/disability	896	27	27	45	1	0

**Q. A01 - Taking everything into account, how satisfied or dissatisfied are you with the way Cambridgeshire Fire and Rescue Authority runs things? . . . Continued**

	<b>Unweighted Count</b>	<b>VS</b>	<b>FS</b>	<b>NSND</b>	<b>FD</b>	<b>VD</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1309</b>	<b>30</b>	<b>28</b>	<b>41</b>	<b>1</b>	<b>0</b>

**By Ethnicity**

01	White	1224	29	29	41	1	0
02	Non-White	35	33	27	40	0	0

**By Employment Status**

01	Working	692	25	26	48	1	0
02	Retired	395	43	33	23	1	1
03	Otherwise not working	172	32	31	36	2	0

**By Household Type**

01	Household with children	316	22	29	47	1	0
02	Household without children	969	33	27	39	1	0

**By Housing Tenure**

01	Owned	935	27	29	43	1	0
02	Rented	318	39	24	36	1	0

**By Length of Time in Current Accomodation**

01	Under 1 year	111	24	25	51	0	0
02	1 to 2 years	140	27	25	47	0	0
03	3 to 5 years	223	27	24	47	0	0
04	6 to 10 years	215	34	22	43	1	0
05	11 to 20 years	246	23	36	38	3	0
06	21 years and over	347	39	32	27	2	0

**By Length of Time Living in Area**

01	Under 1 year	40	19	21	61	0	0
02	1 to 2 years	80	21	25	53	1	0
03	3 to 5 years	161	27	22	51	0	0
04	6 to 10 years	134	29	22	49	0	0
05	11 to 20 years	180	28	33	38	1	0
06	21 years and over	668	34	31	32	2	1

**Q. A02 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridgeshire Fire and Rescue Authority?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	46	3%	-	-
VS	Very satisfied	467	31%	467	32%
FS	Fairly satisfied	354	25%	354	26%
NSND	Neither satisfied nor dissatisfied	479	39%	479	41%
FD	Fairly dissatisfied	7	1%	7	1%
VD	Very dissatisfied	4	0%	4	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1311</b>	<b>100%</b>

	Unweighted Count	VS	FS	NSND	FD	VD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1311</b>	<b>32</b>	<b>26</b>	<b>41</b>	<b>1</b>	<b>0</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	800	55	41	4	0	0
02	Not satisfied	497	1	6	91	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	55	45	0	0	0
02	Not Satisfied	490	0	0	98	1	1

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	55	34	10	1	0
02	No	1218	30	26	43	1	0

**By Gender**

01	Male	640	30	28	40	1	1
02	Female	618	33	25	42	0	0

**By Age**

01	18 to 29	81	25	26	49	0	0
02	30 to 44	302	23	26	50	0	1
03	45 to 59	345	31	26	42	1	0
04	60 to 74	331	42	29	28	1	0
05	75 and over	172	52	28	18	0	1

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	342	40	28	31	0	0
02	No long-standing illness/disability	898	29	25	44	1	0

**Q. A02 - Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridgeshire Fire and Rescue Authority? . . . Continued**

	<b>Unweighted Count</b>	<b>VS</b>	<b>FS</b>	<b>NSND</b>	<b>FD</b>	<b>VD</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1311</b>	<b>32</b>	<b>26</b>	<b>41</b>	<b>1</b>	<b>0</b>

**By Ethnicity**

01	White	1228	32	27	41	1	0
02	Non-White	34	40	27	33	0	0

**By Employment Status**

01	Working	694	27	25	47	1	0
02	Retired	394	48	28	23	0	0
03	Otherwise not working	173	33	26	39	0	1

**By Household Type**

01	Household with children	315	24	29	47	1	0
02	Household without children	972	36	25	38	0	1

**By Housing Tenure**

01	Owned	938	28	30	42	0	0
02	Rented	317	41	19	39	1	1

**By Length of Time in Current Accommodation**

01	Under 1 year	113	25	22	53	0	0
02	1 to 2 years	139	32	24	44	0	0
03	3 to 5 years	223	33	22	44	0	0
04	6 to 10 years	215	35	23	42	0	0
05	11 to 20 years	248	25	33	41	1	0
06	21 years and over	348	40	31	27	1	1

**By Length of Time Living in Area**

01	Under 1 year	41	20	22	57	0	0
02	1 to 2 years	80	20	23	55	1	0
03	3 to 5 years	162	33	16	51	0	0
04	6 to 10 years	134	29	25	46	0	0
05	11 to 20 years	182	31	25	43	1	0
06	21 years and over	667	36	31	31	1	1

**Q. A03 - Please indicate whether you or any other member of your family have used the fire and rescue service provided by Cambridgeshire Fire and Rescue Authority in the past 12 months?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	38	2%	-	-
Yes	Yes	62	4%	62	5%
No	No	1257	93%	1257	95%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1319</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1319</b>	<b>5</b>	<b>95</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	778	7	93
02	Not satisfied	497	2	98

**By Satisfaction With Service Provided By FRA**

01	Satisfied	792	7	93
02	Not Satisfied	486	1	99

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	100	0
02	No	1257	0	100

**By Gender**

01	Male	635	6	94
02	Female	629	4	96

**By Age**

01	18 to 29	80	3	97
02	30 to 44	304	5	95
03	45 to 59	348	4	96
04	60 to 74	333	5	95
05	75 and over	172	6	94

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	340	4	96
02	No long-standing illness/disability	905	4	96

**By Ethnicity**

01	White	1235	5	95
02	Non-White	35	6	94

**Q. A03 - Please indicate whether you or any other member of your family have used the fire and rescue service provided by Cambridgeshire Fire and Rescue Authority in the past 12 months? . . . Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		<b>N</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>1319</b>	<b>5</b>	<b>95</b>

**By Employment Status**

01	Working	703	5	95
02	Retired	395	5	95
03	Otherwise not working	171	2	98

**By Household Type**

01	Household with children	318	6	94
02	Household without children	978	4	96

**By Housing Tenure**

01	Owned	954	5	95
02	Rented	310	3	97

**By Length of Time in Current Accommodation**

01	Under 1 year	114	2	98
02	1 to 2 years	140	6	94
03	3 to 5 years	220	4	96
04	6 to 10 years	216	4	96
05	11 to 20 years	248	7	93
06	21 years and over	354	4	96

**By Length of Time Living in Area**

01	Under 1 year	41	1	99
02	1 to 2 years	80	3	97
03	3 to 5 years	159	4	96
04	6 to 10 years	134	6	94
05	11 to 20 years	184	3	97
06	21 years and over	673	5	95

**Q. B01a - How well or poorly informed do you feel about each of the following?... What the Fire & Rescue Service (FRS) spends its money on**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	30	2%	-	-
VW	Very well	135	8%	135	8%
FW	Fairly well	347	23%	347	24%
NWNP	Neither well nor poorly	479	37%	479	37%
FP	Fairly poorly	215	19%	215	19%
VP	Very poorly	151	12%	151	12%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1327</b>	<b>100%</b>

	Unweighted Count	VW	FW	NWNP	FP	VP
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1327</b>	<b>8</b>	<b>24</b>	<b>37</b>	<b>19</b>	<b>12</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	798	13	33	32	15	7
02	Not satisfied	496	0	12	45	24	18

**By Satisfaction With Service Provided By FRA**

01	Satisfied	811	13	33	33	15	7
02	Not Satisfied	486	1	11	45	25	19

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	14	25	36	20	4
02	No	1231	7	23	38	19	13

**By Gender**

01	Male	647	9	24	40	17	11
02	Female	625	6	23	36	22	14

**By Age**

01	18 to 29	81	3	14	39	27	17
02	30 to 44	305	6	20	40	22	13
03	45 to 59	349	5	22	42	19	12
04	60 to 74	336	12	30	32	16	9
05	75 and over	172	23	35	31	6	6

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	342	9	28	38	14	11
02	No long-standing illness/disability	910	7	21	38	21	13

**Q. B01a - How well or poorly informed do you feel about each of the following?... What the Fire & Rescue Service (FRS) spends its money on. . . Continued**

	<b>Unweighted Count</b>	<b>VW</b>	<b>FW</b>	<b>NWNP</b>	<b>FP</b>	<b>VP</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1327</b>	<b>8</b>	<b>24</b>	<b>37</b>	<b>19</b>	<b>12</b>

**By Ethnicity**

01	White	1242	8	24	38	19	12
02	Non-White	34	12	25	36	12	15

**By Employment Status**

01	Working	708	5	20	39	21	14
02	Retired	395	17	34	31	12	7
03	Otherwise not working	173	7	21	42	19	11

**By Household Type**

01	Household with children	320	3	21	44	20	13
02	Household without children	983	10	24	35	19	12

**By Housing Tenure**

01	Owned	953	7	23	39	20	12
02	Rented	317	12	22	38	17	11

**By Length of Time in Current Accommodation**

01	Under 1 year	115	2	14	46	27	12
02	1 to 2 years	140	11	26	32	17	14
03	3 to 5 years	224	8	26	35	19	12
04	6 to 10 years	219	7	20	42	21	11
05	11 to 20 years	250	4	23	40	19	14
06	21 years and over	353	15	29	33	15	9

**By Length of Time Living in Area**

01	Under 1 year	41	1	20	60	11	7
02	1 to 2 years	79	3	30	31	17	19
03	3 to 5 years	161	7	23	31	31	8
04	6 to 10 years	138	5	23	38	21	13
05	11 to 20 years	185	8	16	33	26	16
06	21 years and over	675	10	26	39	15	10

**Q. B01b - How well or poorly informed do you feel about each of the following?... What standard of service you should expect from the FRS**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	36	2%	-	-
VW	Very well	361	22%	361	22%
FW	Fairly well	352	27%	352	28%
NWNP	Neither well nor poorly	355	29%	355	30%
FP	Fairly poorly	150	12%	150	13%
VP	Very poorly	103	8%	103	8%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1321</b>	<b>100%</b>

	Unweighted Count	VW	FW	NWNP	FP	VP
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1321</b>	<b>22</b>	<b>28</b>	<b>30</b>	<b>13</b>	<b>8</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	792	32	36	21	8	3
02	Not satisfied	495	8	17	43	19	14

**By Satisfaction With Service Provided By FRA**

01	Satisfied	806	32	36	20	9	3
02	Not Satisfied	484	8	17	44	18	14

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	23	38	25	10	4
02	No	1227	21	27	31	13	8

**By Gender**

01	Male	648	23	29	30	11	6
02	Female	621	20	27	30	14	9

**By Age**

01	18 to 29	81	15	36	26	13	10
02	30 to 44	305	14	23	37	19	8
03	45 to 59	350	17	27	33	13	10
04	60 to 74	337	34	26	24	9	7
05	75 and over	169	50	27	16	3	4

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	341	33	28	25	7	7
02	No long-standing illness/disability	909	18	28	32	15	8

**Q. B01b - How well or poorly informed do you feel about each of the following?... What standard of service you should expect from the FRS. . . Continued**

	<b>Unweighted Count</b>	<b>VW</b>	<b>FW</b>	<b>NWNP</b>	<b>FP</b>	<b>VP</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1321</b>	22	28	30	13	8

**By Ethnicity**

01	White	1235	21	28	30	13	8
02	Non-White	36	21	25	36	11	7

**By Employment Status**

01	Working	706	16	28	32	15	9
02	Retired	393	37	29	21	8	5
03	Otherwise not working	174	26	24	32	11	7

**By Household Type**

01	Household with children	319	14	27	35	16	8
02	Household without children	978	25	28	28	11	8

**By Housing Tenure**

01	Owned	947	20	26	31	14	8
02	Rented	317	29	30	26	9	6

**By Length of Time in Current Accomodation**

01	Under 1 year	115	18	28	36	14	5
02	1 to 2 years	140	22	31	29	8	10
03	3 to 5 years	222	19	24	30	19	8
04	6 to 10 years	215	22	24	31	14	8
05	11 to 20 years	253	15	30	33	11	10
06	21 years and over	351	35	26	23	10	6

**By Length of Time Living in Area**

01	Under 1 year	41	14	21	54	7	4
02	1 to 2 years	79	16	37	21	13	13
03	3 to 5 years	162	16	28	30	20	7
04	6 to 10 years	135	13	26	38	17	7
05	11 to 20 years	186	20	23	29	15	13
06	21 years and over	671	28	29	27	10	6

**Q. B01c - How well or poorly informed do you feel about each of the following?... Whether the FRS is delivering on its promises**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	50	3%	-	-
VW	Very well	211	12%	211	12%
FW	Fairly well	353	24%	353	24%
NWNP	Neither well nor poorly	470	40%	470	41%
FP	Fairly poorly	164	14%	164	14%
VP	Very poorly	109	8%	109	9%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1307</b>	<b>100%</b>

	Unweighted Count	VW	FW	NWNP	FP	VP
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1307</b>	12	24	41	14	9

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	785	20	36	31	11	3
02	Not satisfied	495	1	10	56	19	15

**By Satisfaction With Service Provided By FRA**

01	Satisfied	798	20	36	31	11	3
02	Not Satisfied	485	1	9	56	19	15

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	15	29	36	15	5
02	No	1215	11	24	42	14	9

**By Gender**

01	Male	639	13	22	45	12	8
02	Female	616	10	26	39	16	9

**By Age**

01	18 to 29	81	8	14	52	17	10
02	30 to 44	304	9	17	46	20	8
03	45 to 59	350	7	27	41	13	12
04	60 to 74	330	21	28	34	10	7
05	75 and over	163	26	45	24	3	2

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	338	17	32	38	7	7
02	No long-standing illness/disability	898	10	22	43	17	9

**Q. B01c - How well or poorly informed do you feel about each of the following?... Whether the FRS is delivering on its promises. . . Continued**

	<b>Unweighted Count</b>	<b>VW</b>	<b>FW</b>	<b>NWNP</b>	<b>FP</b>	<b>VP</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1307</b>	<b>12</b>	<b>24</b>	<b>41</b>	<b>14</b>	<b>9</b>

**By Ethnicity**

01	White	1223	12	24	41	15	9
02	Non-White	34	13	25	50	5	7

**By Employment Status**

01	Working	703	8	20	46	16	11
02	Retired	383	21	36	29	9	5
03	Otherwise not working	173	16	24	39	15	7

**By Household Type**

01	Household with children	318	6	22	47	18	7
02	Household without children	966	15	25	39	12	9

**By Housing Tenure**

01	Owned	938	10	24	43	15	8
02	Rented	315	19	22	41	10	8

**By Length of Time in Current Accommodation**

01	Under 1 year	114	5	18	53	17	8
02	1 to 2 years	140	15	19	42	11	13
03	3 to 5 years	222	11	20	45	16	8
04	6 to 10 years	215	11	21	44	16	8
05	11 to 20 years	249	8	30	40	13	9
06	21 years and over	345	21	31	29	12	6

**By Length of Time Living in Area**

01	Under 1 year	40	2	21	65	7	4
02	1 to 2 years	78	11	24	33	12	19
03	3 to 5 years	161	11	16	42	21	10
04	6 to 10 years	137	9	19	45	18	9
05	11 to 20 years	183	11	22	36	18	14
06	21 years and over	662	14	28	41	11	6

**Q. B01d - How well or poorly informed do you feel about each of the following?... How well the FRS is performing**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	47	3%	-	-
VW	Very well	265	15%	265	16%
FW	Fairly well	340	24%	340	24%
NWNP	Neither well nor poorly	438	36%	438	37%
FP	Fairly poorly	160	14%	160	14%
VP	Very poorly	107	8%	107	8%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1310</b>	<b>100%</b>

	Unweighted Count	VW	FW	NWNP	FP	VP
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1310</b>	16	24	37	14	8

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	790	25	35	26	11	3
02	Not satisfied	493	2	11	54	19	14

**By Satisfaction With Service Provided By FRA**

01	Satisfied	804	24	35	26	11	3
02	Not Satisfied	483	3	9	54	20	14

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	25	20	22	29	4
02	No	1219	15	24	39	14	9

**By Gender**

01	Male	641	15	23	41	13	7
02	Female	616	15	25	35	17	9

**By Age**

01	18 to 29	81	7	19	44	23	7
02	30 to 44	304	9	20	44	20	8
03	45 to 59	350	12	26	37	13	12
04	60 to 74	333	26	27	30	10	7
05	75 and over	164	39	35	21	3	2

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	339	22	28	37	6	7
02	No long-standing illness/disability	900	13	23	38	18	9

**Q. B01d - How well or poorly informed do you feel about each of the following?... How well the FRS is performing. . .**  
**Continued**

	<b>Unweighted Count</b>	<b>VW</b>	<b>FW</b>	<b>NWNP</b>	<b>FP</b>	<b>VP</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1310</b>	<b>16</b>	<b>24</b>	<b>37</b>	<b>14</b>	<b>8</b>

**By Ethnicity**

01	White	1225	15	24	37	15	9
02	Non-White	34	20	22	40	11	7

**By Employment Status**

01	Working	703	10	21	43	17	10
02	Retired	386	29	35	24	8	5
03	Otherwise not working	172	20	24	35	14	7

**By Household Type**

01	Household with children	317	8	22	44	19	7
02	Household without children	969	19	25	35	13	9

**By Housing Tenure**

01	Owned	940	14	22	39	16	8
02	Rented	314	20	27	36	11	6

**By Length of Time in Current Accomodation**

01	Under 1 year	114	8	19	49	19	5
02	1 to 2 years	139	21	19	38	9	13
03	3 to 5 years	221	11	24	40	17	8
04	6 to 10 years	217	15	24	35	18	8
05	11 to 20 years	250	11	27	38	16	9
06	21 years and over	344	27	27	30	10	7

**By Length of Time Living in Area**

01	Under 1 year	40	7	23	59	7	4
02	1 to 2 years	79	19	20	30	14	17
03	3 to 5 years	160	9	20	40	23	8
04	6 to 10 years	136	11	18	41	22	9
05	11 to 20 years	185	15	23	32	16	13
06	21 years and over	663	19	27	37	11	6

**Q. B01e - How well or poorly informed do you feel about each of the following?... What services the FRS provides**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	48	3%	-	-
VW	Very well	240	15%	240	15%
FW	Fairly well	403	30%	403	30%
NWNP	Neither well nor poorly	410	33%	410	34%
FP	Fairly poorly	160	12%	160	13%
VP	Very poorly	96	7%	96	7%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1309</b>	<b>100%</b>

	Unweighted Count	VW	FW	NWNP	FP	VP
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1309</b>	15	30	34	13	7

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	790	25	40	23	8	4
02	Not satisfied	491	3	18	48	19	12

**By Satisfaction With Service Provided By FRA**

01	Satisfied	805	25	40	23	9	3
02	Not Satisfied	480	2	18	49	19	12

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	35	23	29	12	1
02	No	1218	14	31	35	13	8

**By Gender**

01	Male	645	16	29	37	12	6
02	Female	614	14	32	32	14	8

**By Age**

01	18 to 29	81	14	35	30	12	9
02	30 to 44	304	9	26	41	16	7
03	45 to 59	350	11	30	35	15	10
04	60 to 74	333	22	31	29	10	7
05	75 and over	163	32	40	20	6	2

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	336	20	34	32	9	7
02	No long-standing illness/disability	902	13	30	35	14	8

**Q. B01e - How well or poorly informed do you feel about each of the following?... What services the FRS provides. . .**  
**Continued**

	<b>Unweighted Count</b>	<b>VW</b>	<b>FW</b>	<b>NWNP</b>	<b>FP</b>	<b>VP</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1309</b>	<b>15</b>	<b>30</b>	<b>34</b>	<b>13</b>	<b>7</b>

**By Ethnicity**

01	White	1225	15	31	33	13	7
02	Non-White	34	22	26	36	8	7

**By Employment Status**

01	Working	704	10	30	37	15	8
02	Retired	385	26	34	26	9	5
03	Otherwise not working	171	21	29	33	9	8

**By Household Type**

01	Household with children	319	10	32	39	15	5
02	Household without children	967	18	30	32	12	8

**By Housing Tenure**

01	Owned	937	14	30	35	13	8
02	Rented	316	21	29	31	12	6

**By Length of Time in Current Accomodation**

01	Under 1 year	114	11	26	41	15	6
02	1 to 2 years	138	22	23	33	10	11
03	3 to 5 years	222	12	27	39	15	7
04	6 to 10 years	216	14	33	33	12	8
05	11 to 20 years	249	12	33	34	14	8
06	21 years and over	345	22	36	26	11	6

**By Length of Time Living in Area**

01	Under 1 year	40	13	22	55	6	4
02	1 to 2 years	79	21	24	21	19	15
03	3 to 5 years	159	10	26	41	15	8
04	6 to 10 years	137	9	26	44	15	6
05	11 to 20 years	186	13	31	29	15	13
06	21 years and over	661	19	34	30	11	5

**Q. B02a - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is working to make the area safer**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	81	5%	-	-
DK	Don't Know	99	7%	-	-
SA	Strongly agree	365	26%	365	29%
TA	Tend to agree	559	41%	559	47%
NAND	Neither agree nor disagree	243	20%	243	23%
TD	Tend to disagree	10	1%	10	1%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1177</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1177</b>	29	47	23	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	741	40	51	9	0	0
02	Not satisfied	417	12	41	45	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	755	40	52	8	0	0
02	Not Satisfied	406	12	41	46	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	57	38	47	16	0	0
02	No	1088	28	47	24	1	0

**By Gender**

01	Male	582	30	46	23	1	0
02	Female	556	28	48	23	1	0

**By Age**

01	18 to 29	69	36	42	22	0	0
02	30 to 44	268	23	45	31	2	0
03	45 to 59	319	24	51	25	1	0
04	60 to 74	305	37	48	15	1	0
05	75 and over	152	42	42	16	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	309	40	41	18	1	0
02	No long-standing illness/disability	813	26	49	25	1	0

**Q. B02a - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is working to make the area safer. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1177</b>	29	47	23	1	0

**By Ethnicity**

01	White	1100	29	47	22	1	0
02	Non-White	34	27	50	24	0	0

**By Employment Status**

01	Working	625	25	49	25	1	0
02	Retired	354	39	45	15	1	0
03	Otherwise not working	159	35	39	25	1	0

**By Household Type**

01	Household with children	283	20	53	25	2	0
02	Household without children	874	34	44	22	0	0

**By Housing Tenure**

01	Owned	851	24	52	23	1	0
02	Rented	281	41	36	23	1	0

**By Length of Time in Current Accomodation**

01	Under 1 year	102	31	42	26	1	0
02	1 to 2 years	116	39	38	21	1	0
03	3 to 5 years	198	31	43	25	1	0
04	6 to 10 years	192	28	43	28	1	0
05	11 to 20 years	232	19	59	22	0	0
06	21 years and over	315	33	52	15	0	0

**By Length of Time Living in Area**

01	Under 1 year	36	25	52	23	0	0
02	1 to 2 years	66	42	35	21	1	0
03	3 to 5 years	141	30	34	34	2	0
04	6 to 10 years	118	25	42	32	1	0
05	11 to 20 years	165	31	45	23	1	0
06	21 years and over	609	30	52	18	0	0

**Q. B02b - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is efficient and well run**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	90	5%	-	-
DK	Don't Know	160	12%	-	-
SA	Strongly agree	261	17%	261	20%
TA	Tend to agree	438	32%	438	39%
NAND	Neither agree nor disagree	395	32%	395	39%
TD	Tend to disagree	8	1%	8	1%
SD	Strongly disagree	5	0%	5	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1107</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1107</b>	20	39	39	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	708	31	52	16	1	0
02	Not satisfied	383	3	20	76	1	1

**By Satisfaction With Service Provided By FRA**

01	Satisfied	722	31	51	18	0	0
02	Not Satisfied	370	3	21	74	1	1

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	53	25	39	34	2	0
02	No	1023	19	39	41	1	0

**By Gender**

01	Male	546	20	36	42	1	1
02	Female	523	20	42	38	0	0

**By Age**

01	18 to 29	62	18	44	39	0	0
02	30 to 44	251	15	37	48	0	0
03	45 to 59	307	15	38	45	2	0
04	60 to 74	282	31	41	26	1	1
05	75 and over	144	39	41	20	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	292	28	45	27	0	0
02	No long-standing illness/disability	764	18	37	44	1	0

**Q. B02b - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is efficient and well run. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1107</b>	20	39	39	1	0

**By Ethnicity**

01	White	1035	20	40	39	1	0
02	Non-White	32	30	32	38	0	0

**By Employment Status**

01	Working	585	15	37	47	1	0
02	Retired	330	34	39	26	0	0
03	Otherwise not working	154	24	46	30	0	0

**By Household Type**

01	Household with children	266	13	39	48	0	0
02	Household without children	822	24	39	36	1	0

**By Housing Tenure**

01	Owned	798	17	37	45	1	0
02	Rented	265	28	44	27	1	0

**By Length of Time in Current Accommodation**

01	Under 1 year	96	13	46	40	0	0
02	1 to 2 years	107	25	37	38	0	0
03	3 to 5 years	179	23	33	43	0	1
04	6 to 10 years	182	21	38	39	0	1
05	11 to 20 years	223	12	40	47	0	0
06	21 years and over	300	29	38	31	2	0

**By Length of Time Living in Area**

01	Under 1 year	34	6	49	45	0	0
02	1 to 2 years	63	23	37	40	0	0
03	3 to 5 years	122	23	34	42	0	1
04	6 to 10 years	108	16	33	51	0	0
05	11 to 20 years	156	18	38	44	0	0
06	21 years and over	584	23	41	34	1	0

**Q. B02c - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is trustworthy**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	91	6%	-	-
DK	Don't Know	123	10%	-	-
SA	Strongly agree	383	26%	383	31%
TA	Tend to agree	514	38%	514	45%
NAND	Neither agree nor disagree	241	19%	241	23%
TD	Tend to disagree	4	0%	4	0%
SD	Strongly disagree	1	0%	1	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1143</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1143</b>	31	45	23	0	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	729	45	48	7	0	0
02	Not satisfied	396	9	41	50	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	742	44	48	7	0	0
02	Not Satisfied	385	9	41	49	1	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	55	43	45	12	0	0
02	No	1060	30	46	24	0	0

**By Gender**

01	Male	564	32	43	24	1	0
02	Female	542	29	48	22	0	0

**By Age**

01	18 to 29	62	38	43	19	0	0
02	30 to 44	266	24	45	31	0	0
03	45 to 59	318	24	51	24	1	0
04	60 to 74	293	41	43	16	0	0
05	75 and over	147	48	38	14	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	297	44	41	14	0	0
02	No long-standing illness/disability	792	27	47	26	0	0

**Q. B02c - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is trustworthy. . . Continued**

	<b>Unweighted Count</b>	<b>SA</b>	<b>TA</b>	<b>NAND</b>	<b>TD</b>	<b>SD</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1143</b>	31	45	23	0	0

**By Ethnicity**

01	White	1068	31	46	22	0	0
02	Non-White	33	31	32	37	0	0

**By Employment Status**

01	Working	612	25	47	27	0	0
02	Retired	339	43	41	15	0	0
03	Otherwise not working	152	39	43	19	0	0

**By Household Type**

01	Household with children	279	25	50	25	0	0
02	Household without children	844	34	43	22	0	0

**By Housing Tenure**

01	Owned	822	27	48	25	0	0
02	Rented	277	41	39	19	1	0

**By Length of Time in Current Accommodation**

01	Under 1 year	96	27	44	29	0	0
02	1 to 2 years	115	34	40	26	1	0
03	3 to 5 years	189	30	45	25	0	0
04	6 to 10 years	185	34	42	24	0	0
05	11 to 20 years	229	25	50	25	0	0
06	21 years and over	308	37	49	14	1	0

**By Length of Time Living in Area**

01	Under 1 year	33	20	55	25	0	0
02	1 to 2 years	67	29	45	24	1	0
03	3 to 5 years	129	26	42	32	0	0
04	6 to 10 years	113	26	40	34	0	0
05	11 to 20 years	161	32	43	25	0	0
06	21 years and over	598	35	47	17	0	0

**Q. B02d - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Is approachable**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	93	5%	-	-
DK	Don't Know	136	10%	-	-
SA	Strongly agree	335	23%	335	27%
TA	Tend to agree	459	35%	459	41%
NAND	Neither agree nor disagree	324	26%	324	31%
TD	Tend to disagree	8	1%	8	1%
SD	Strongly disagree	2	0%	2	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1128</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1128</b>	27	41	31	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	720	40	46	14	0	0
02	Not satisfied	392	7	34	58	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	731	40	45	15	0	0
02	Not Satisfied	382	6	36	56	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	53	43	44	13	0	0
02	No	1045	25	41	32	1	0

**By Gender**

01	Male	555	27	39	33	1	0
02	Female	538	27	43	29	1	0

**By Age**

01	18 to 29	66	25	45	30	0	0
02	30 to 44	267	24	40	34	2	0
03	45 to 59	311	22	43	35	0	0
04	60 to 74	291	34	39	25	1	1
05	75 and over	138	43	36	21	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	298	36	37	27	0	0
02	No long-standing illness/disability	780	24	42	32	1	0

**Q. B02d - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...is approachable. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1128</b>	27	41	31	1	0

**By Ethnicity**

01	White	1055	26	42	30	1	0
02	Non-White	32	36	33	31	0	0

**By Employment Status**

01	Working	610	24	41	34	1	0
02	Retired	327	37	38	24	0	0
03	Otherwise not working	152	27	45	27	0	1

**By Household Type**

01	Household with children	281	24	43	32	2	0
02	Household without children	827	29	40	30	0	0

**By Housing Tenure**

01	Owned	810	25	43	31	1	0
02	Rented	275	32	38	30	0	0

**By Length of Time in Current Accomodation**

01	Under 1 year	99	21	47	32	0	0
02	1 to 2 years	110	34	32	33	1	0
03	3 to 5 years	187	29	40	30	1	0
04	6 to 10 years	183	25	41	33	1	0
05	11 to 20 years	226	21	42	36	1	0
06	21 years and over	302	34	41	24	0	1

**By Length of Time Living in Area**

01	Under 1 year	33	10	55	34	0	0
02	1 to 2 years	64	24	40	34	1	0
03	3 to 5 years	130	25	35	38	1	0
04	6 to 10 years	110	21	44	33	2	0
05	11 to 20 years	161	26	42	31	1	0
06	21 years and over	590	33	40	26	0	0

**Q. B02e - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Listens to the concerns of local residents**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	91	5%	-	-
DK	Don't Know	166	12%	-	-
SA	Strongly agree	249	18%	249	22%
TA	Tend to agree	375	27%	375	33%
NAND	Neither agree nor disagree	457	36%	457	43%
TD	Tend to disagree	19	1%	19	1%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1100</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1100</b>	22	33	43	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	699	34	40	25	1	0
02	Not satisfied	383	2	24	72	2	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	711	34	40	25	1	0
02	Not Satisfied	373	2	24	72	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	55	24	54	20	2	0
02	No	1018	21	32	45	1	0

**By Gender**

01	Male	540	20	33	45	2	0
02	Female	524	24	33	42	1	0

**By Age**

01	18 to 29	65	27	35	37	0	0
02	30 to 44	252	18	27	54	2	0
03	45 to 59	303	16	35	49	1	0
04	60 to 74	285	29	37	31	3	0
05	75 and over	136	33	38	28	1	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	290	32	30	36	2	0
02	No long-standing illness/disability	759	19	34	46	1	0

**Q. B02e - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Listens to the concerns of local residents. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1100</b>	22	33	43	1	0

**By Ethnicity**

01	White	1028	21	34	43	2	0
02	Non-White	32	34	17	49	0	0

**By Employment Status**

01	Working	591	18	34	47	1	0
02	Retired	323	32	36	30	2	0
03	Otherwise not working	149	29	27	42	2	0

**By Household Type**

01	Household with children	265	20	31	47	2	0
02	Household without children	815	24	34	41	1	0

**By Housing Tenure**

01	Owned	791	18	35	46	1	0
02	Rented	268	30	31	37	2	0

**By Length of Time in Current Accomodation**

01	Under 1 year	98	20	29	50	1	0
02	1 to 2 years	107	26	34	39	1	0
03	3 to 5 years	181	25	28	46	1	0
04	6 to 10 years	178	27	27	43	3	0
05	11 to 20 years	221	13	41	46	1	0
06	21 years and over	296	25	37	36	2	0

**By Length of Time Living in Area**

01	Under 1 year	34	18	37	45	0	0
02	1 to 2 years	63	16	47	37	0	0
03	3 to 5 years	125	21	30	48	2	0
04	6 to 10 years	107	16	25	58	1	0
05	11 to 20 years	155	24	29	45	3	0
06	21 years and over	576	25	35	39	1	0

**Q. B02f - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Acts in the best interests of local residents**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	105	6%	-	-
DK	Don't Know	138	11%	-	-
SA	Strongly agree	333	23%	333	27%
TA	Tend to agree	473	37%	473	45%
NAND	Neither agree nor disagree	296	22%	296	27%
TD	Tend to disagree	11	1%	11	1%
SD	Strongly disagree	1	0%	1	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1114</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1114</b>	27	45	27	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	708	40	49	10	1	0
02	Not satisfied	389	7	39	53	2	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	723	40	48	12	0	0
02	Not Satisfied	377	6	41	51	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	53	36	53	9	2	0
02	No	1034	26	45	28	1	0

**By Gender**

01	Male	546	28	42	29	1	0
02	Female	530	27	47	25	1	0

**By Age**

01	18 to 29	65	28	54	18	0	0
02	30 to 44	258	22	43	33	1	0
03	45 to 59	303	23	44	32	1	0
04	60 to 74	287	36	39	24	1	0
05	75 and over	140	42	40	18	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	293	39	35	25	0	0
02	No long-standing illness/disability	771	24	48	28	1	0

**Q. B02f - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Acts in the best interests of local residents. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1114</b>	27	45	27	1	0

**By Ethnicity**

01	White	1041	27	45	27	1	0
02	Non-White	32	29	44	26	0	0

**By Employment Status**

01	Working	597	23	46	30	1	0
02	Retired	330	39	40	20	1	0
03	Otherwise not working	148	33	42	22	2	0

**By Household Type**

01	Household with children	273	23	48	27	2	0
02	Household without children	821	30	43	27	0	0

**By Housing Tenure**

01	Owned	804	23	47	29	1	0
02	Rented	266	38	40	21	1	0

**By Length of Time in Current Accommodation**

01	Under 1 year	97	26	53	20	1	0
02	1 to 2 years	108	27	42	30	1	0
03	3 to 5 years	186	27	42	29	1	0
04	6 to 10 years	186	24	42	32	2	0
05	11 to 20 years	219	20	49	30	1	0
06	21 years and over	298	36	42	21	0	0

**By Length of Time Living in Area**

01	Under 1 year	34	20	58	22	0	0
02	1 to 2 years	64	22	48	30	0	0
03	3 to 5 years	126	25	44	29	2	0
04	6 to 10 years	113	20	43	37	1	0
05	11 to 20 years	155	23	45	29	3	1
06	21 years and over	579	32	43	24	0	0

**Q. B02g - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Treats everyone fairly**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	107	7%	-	-
DK	Don't Know	150	12%	-	-
SA	Strongly agree	334	24%	334	29%
TA	Tend to agree	425	31%	425	38%
NAND	Neither agree nor disagree	333	26%	333	31%
TD	Tend to disagree	8	1%	8	1%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1100</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1100</b>	29	38	31	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	704	43	44	13	0	0
02	Not satisfied	381	6	31	61	2	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	716	43	43	14	0	0
02	Not Satisfied	371	7	31	60	2	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	54	35	30	35	0	0
02	No	1016	28	39	32	1	0

**By Gender**

01	Male	543	29	37	33	2	0
02	Female	519	30	40	30	0	0

**By Age**

01	18 to 29	61	35	34	29	1	0
02	30 to 44	255	22	38	39	0	0
03	45 to 59	308	25	43	30	1	0
04	60 to 74	282	36	36	26	2	0
05	75 and over	137	39	41	21	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	287	39	34	25	1	0
02	No long-standing illness/disability	765	26	39	34	1	0

**Q. B02g - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Treats everyone fairly. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1100</b>	29	38	31	1	0

**By Ethnicity**

01	White	1028	29	39	31	1	0
02	Non-White	32	37	24	39	0	0

**By Employment Status**

01	Working	596	24	40	35	1	0
02	Retired	319	39	39	21	1	0
03	Otherwise not working	147	40	31	29	1	0

**By Household Type**

01	Household with children	272	25	39	36	0	0
02	Household without children	809	32	38	29	1	0

**By Housing Tenure**

01	Owned	790	25	41	34	0	0
02	Rented	266	39	33	26	2	0

**By Length of Time in Current Accommodation**

01	Under 1 year	97	26	39	34	2	0
02	1 to 2 years	108	32	32	36	0	0
03	3 to 5 years	179	31	37	33	0	0
04	6 to 10 years	183	30	35	35	1	0
05	11 to 20 years	220	23	45	32	0	0
06	21 years and over	292	35	40	23	2	0

**By Length of Time Living in Area**

01	Under 1 year	33	28	41	32	0	0
02	1 to 2 years	64	22	37	38	3	0
03	3 to 5 years	122	26	35	39	1	0
04	6 to 10 years	110	21	34	45	0	0
05	11 to 20 years	154	29	41	30	0	0
06	21 years and over	575	33	38	27	1	0

**Q. B02h - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Works well with other agencies to provide services**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	98	6%	-	-
DK	Don't Know	178	14%	-	-
SA	Strongly agree	305	22%	305	28%
TA	Tend to agree	384	27%	384	33%
NAND	Neither agree nor disagree	384	31%	384	38%
TD	Tend to disagree	8	1%	8	1%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1081</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1081</b>	28	33	38	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	694	43	39	18	1	0
02	Not satisfied	374	4	24	72	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	708	42	38	20	0	0
02	Not Satisfied	364	3	26	70	1	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	52	36	20	44	0	0
02	No	1002	26	34	39	1	0

**By Gender**

01	Male	533	27	34	38	1	0
02	Female	512	28	32	39	0	0

**By Age**

01	18 to 29	61	32	23	43	2	0
02	30 to 44	254	21	33	46	1	0
03	45 to 59	295	20	39	40	1	0
04	60 to 74	284	37	37	26	0	0
05	75 and over	132	45	32	23	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	284	37	33	30	0	0
02	No long-standing illness/disability	747	24	33	42	1	0

**Q. B02h - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Works well with other agencies to provide services. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1081</b>	28	33	38	1	0

**By Ethnicity**

01	White	1012	27	34	38	1	0
02	Non-White	30	32	21	47	0	0

**By Employment Status**

01	Working	585	22	33	44	1	0
02	Retired	318	39	38	23	0	0
03	Otherwise not working	141	36	28	35	1	0

**By Household Type**

01	Household with children	264	22	31	47	0	0
02	Household without children	797	30	34	35	1	0

**By Housing Tenure**

01	Owned	780	23	35	41	1	0
02	Rented	261	38	28	33	0	0

**By Length of Time in Current Accomodation**

01	Under 1 year	93	24	27	47	2	0
02	1 to 2 years	105	32	26	41	1	0
03	3 to 5 years	182	28	32	39	1	0
04	6 to 10 years	176	29	33	38	0	0
05	11 to 20 years	217	21	36	43	0	0
06	21 years and over	289	30	40	28	1	0

**By Length of Time Living in Area**

01	Under 1 year	32	20	30	50	0	0
02	1 to 2 years	63	29	31	41	0	0
03	3 to 5 years	122	26	30	42	2	0
04	6 to 10 years	106	19	30	49	1	0
05	11 to 20 years	151	29	32	37	2	0
06	21 years and over	566	29	36	34	1	0

**Q. B02i - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Provides good value for money**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	90	6%	-	-
DK	Don't Know	185	15%	-	-
SA	Strongly agree	299	19%	299	24%
TA	Tend to agree	359	27%	359	34%
NAND	Neither agree nor disagree	407	32%	407	40%
TD	Tend to disagree	13	1%	13	1%
SD	Strongly disagree	4	0%	4	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1082</b>	<b>100%</b>

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1082</b>	24	34	40	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	698	37	42	20	0	0
02	Not satisfied	368	3	21	72	3	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	711	37	42	21	0	0
02	Not Satisfied	357	3	21	72	4	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	55	37	32	31	0	0
02	No	1000	23	34	42	2	0

**By Gender**

01	Male	530	26	30	42	2	0
02	Female	513	23	37	39	1	0

**By Age**

01	18 to 29	59	21	36	43	0	0
02	30 to 44	246	18	28	52	2	0
03	45 to 59	293	21	37	41	1	0
04	60 to 74	287	36	33	29	1	1
05	75 and over	139	43	32	25	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	293	34	38	27	0	0
02	No long-standing illness/disability	735	21	32	45	2	0

**Q. B02i - To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)? I feel that my FRS...Provides good value for money. . . Continued**

	Unweighted Count	SA	TA	NAND	TD	SD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1082</b>	24	34	40	1	0

**By Ethnicity**

01	White	1013	24	35	40	1	0
02	Non-White	29	37	19	34	10	0

**By Employment Status**

01	Working	573	18	34	45	2	0
02	Retired	330	36	37	26	1	0
03	Otherwise not working	141	36	26	39	0	0

**By Household Type**

01	Household with children	254	18	32	49	1	0
02	Household without children	809	27	34	37	1	0

**By Housing Tenure**

01	Owned	785	21	35	42	2	0
02	Rented	256	34	28	38	0	0

**By Length of Time in Current Accommodation**

01	Under 1 year	93	19	28	49	4	0
02	1 to 2 years	104	31	30	38	1	0
03	3 to 5 years	174	22	34	43	2	0
04	6 to 10 years	180	24	33	42	0	1
05	11 to 20 years	216	19	37	44	0	0
06	21 years and over	295	32	36	30	1	0

**By Length of Time Living in Area**

01	Under 1 year	32	14	33	53	0	0
02	1 to 2 years	64	28	29	42	1	0
03	3 to 5 years	120	19	27	52	1	0
04	6 to 10 years	111	16	31	47	6	0
05	11 to 20 years	145	24	36	40	0	0
06	21 years and over	572	29	35	34	1	0

**Q. B03 - Which three ways would you most like to access advice and information about your Fire and Rescue Service?**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
	<b>Other</b>	14	1%
A	Telephone	382	30%
B	Visit to FRS premises	175	14%
C	Website	456	44%
D	Mail/Letter	555	42%
E	Text message (mobile phone)	24	2%
F	Local newspaper	779	60%
G	E-mail	184	17%
H	Fax	6	1%
I	Touch screen information point	60	6%
J	Leaflet (libraries, public buildings etc)	400	32%
K	Digital TV	106	9%
L	Teletext/Ceefax	57	5%
Respondent Count Unweighted		1243	
Total Number of Responses Unweighted		3198	

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J	K	L
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1243	1	30	14	44	42	2	60	17	1	6	32	9	5

**By Satisfaction With Way FRA Runs Things**

01 Satisfied	745	1	34	16	37	44	2	61	15	1	6	31	8	4
02 Not satisfied	458	1	23	11	54	38	1	59	19	1	5	37	11	5

**By Satisfaction With Service Provided By FRA**

01 Satisfied	756	1	33	15	38	45	2	62	16	1	6	31	8	5
02 Not Satisfied	450	1	25	12	53	37	1	57	18	1	5	35	11	5

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01 Yes	55	0	33	26	56	35	1	60	14	0	19	16	2	2
02 No	1159	1	29	13	43	42	2	61	16	1	5	34	10	5

**By Gender**

01 Male	600	0	29	16	50	40	1	56	19	0	6	27	9	5
02 Female	598	1	29	12	41	42	2	62	15	1	6	38	9	4

**By Age**

01 18 to 29	77	2	19	16	63	42	0	50	21	3	9	40	11	6
02 30 to 44	280	0	24	12	61	38	1	59	22	0	3	29	14	5
03 45 to 59	331	0	28	14	50	39	3	62	19	0	7	34	6	4
04 60 to 74	321	2	36	16	22	47	1	68	10	1	4	36	7	4
05 75 and over	164	2	44	16	3	55	1	66	2	0	2	28	5	1

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	314	4	34	14	32	42	3	59	13	0	4	35	13	4
02 No long-standing illness/disability	862	0	27	14	50	41	1	59	19	1	6	32	8	5

**Q. B03 - Which three ways would you most like to access advice and information about your Fire and Rescue Service? . . .**  
**Continued**

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J	K	L
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1243	1	30	14	44	42	2	60	17	1	6	32	9	5

**By Ethnicity**

01	White	1167	1	29	14	44	41	2	61	16	1	5	33	9	5
02	Non-White	35	0	46	14	52	37	2	40	33	5	12	28	8	0

**By Employment Status**

01	Working	656	1	25	13	58	37	1	58	21	1	7	30	9	5
02	Retired	373	3	42	14	13	47	1	67	7	0	4	33	7	3
03	Otherwise not working	171	1	31	17	33	50	5	54	13	0	3	40	13	4

**By Household Type**

01	Household with children	300	0	23	18	55	38	1	56	21	3	8	31	14	4
02	Household without children	920	1	32	12	40	43	2	61	15	0	4	34	7	5

**By Housing Tenure**

01	Owned	891	0	29	13	45	44	2	62	17	1	6	31	8	4
02	Rented	298	2	30	16	46	37	2	54	18	0	5	37	12	6

**By Length of Time in Current Accomodation**

01	Under 1 year	110	0	32	13	65	35	0	46	12	2	10	35	15	2
02	1 to 2 years	132	3	28	12	59	38	1	62	24	0	6	30	9	6
03	3 to 5 years	202	2	28	13	48	40	1	55	24	0	2	31	11	5
04	6 to 10 years	199	1	26	12	39	46	3	65	14	1	3	34	8	5
05	11 to 20 years	240	1	30	17	43	41	3	60	17	3	9	31	5	5
06	21 years and over	334	1	34	14	24	47	1	65	11	0	4	32	8	6

**By Length of Time Living in Area**

01	Under 1 year	41	0	16	13	58	45	0	53	7	4	14	40	2	1
02	1 to 2 years	75	0	28	17	45	44	1	65	17	0	10	39	11	2
03	3 to 5 years	146	1	38	14	54	36	0	48	24	0	3	25	11	7
04	6 to 10 years	127	0	25	14	57	35	1	54	25	1	1	31	7	4
05	11 to 20 years	174	1	25	8	47	42	5	68	16	0	4	43	5	5
06	21 years and over	635	1	31	15	37	43	2	62	14	0	6	30	11	5

**Q. B04a - If you have had any contact with the Fire and Rescue Service in the last 12 months, how have you had contact?**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Have had no contact with the FRS in last 12 months	1111	82%
B	Emergency (Fire)	26	3%
C	Emergency (Non-fire)	24	1%
D	Road Traffic Collision	6	1%
E	Flood	3	0%
F	Station open day/Service event	18	2%
G	Asking for advice/information	7	0%
H	Comment/Complaint	2	0%
I	Home Fire Safety Check	14	1%
J	School/Club/Community visit	19	1%
K	Fire safety visit to a commercial/business premises	7	1%
L	Other	13	1%
M	None stated	139	9%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		1389	

	Unweighted Count	A	B	C	D	E	F	G	H	I	J	K	L	M
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	82	3	1	1	0	2	0	0	1	1	1	1	9

**By Satisfaction With Way FRA Runs Things**

01 Satisfied	808	77	4	2	2	0	3	0	0	2	2	1	2	10
02 Not satisfied	501	89	1	1	0	0	1	0	0	0	1	0	0	7

**By Satisfaction With Service Provided By FRA**

01 Satisfied	821	77	4	2	2	0	3	0	0	2	1	1	2	10
02 Not Satisfied	490	90	1	1	0	0	1	0	0	0	1	0	0	6

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01 Yes	61	10	53	20	5	1	1	2	0	10	9	3	1	4
02 No	1257	86	0	0	1	0	2	0	0	0	1	0	1	9

**By Gender**

01 Male	656	79	4	1	2	0	4	1	0	1	1	0	2	8
02 Female	645	86	1	1	0	0	1	0	0	1	2	1	0	9

**By Age**

01 18 to 29	81	88	3	0	4	0	4	0	0	0	1	1	0	4
02 30 to 44	310	78	4	1	0	1	4	0	0	1	3	0	3	8
03 45 to 59	353	82	3	2	1	0	1	0	0	2	1	0	1	8
04 60 to 74	344	85	1	2	0	0	0	1	0	1	0	0	1	9
05 75 and over	183	76	1	3	0	0	0	0	0	2	0	0	0	17

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	350	81	2	1	3	0	3	1	0	2	0	0	1	10
02 No long-standing illness/disability	930	83	3	1	0	0	2	0	0	0	2	0	1	8

**Q. B04a - If you have had any contact with the Fire and Rescue Service in the last 12 months, how have you had contact? .**  
**. Continued**

	Unweighted Count	A	B	C	D	E	F	G	H	I	J	K	L	M
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	82	3	1	1	0	2	0	0	1	1	1	1	9

**By Ethnicity**

01	White	1269	82	3	1	1	0	2	0	0	1	2	0	1	9
02	Non-White	37	82	3	3	0	0	0	0	0	0	4	0	8	

**By Employment Status**

01	Working	715	81	4	1	2	0	3	0	0	1	2	1	1	7
02	Retired	412	82	1	2	0	0	0	0	0	1	0	0	0	13
03	Otherwise not working	179	87	1	1	0	1	1	1	0	1	0	0	0	8

**By Household Type**

01	Household with children	325	79	5	1	3	0	6	0	0	1	3	0	2	6
02	Household without children	1008	84	2	1	0	0	1	0	0	1	1	0	0	10

**By Housing Tenure**

01	Owned	979	82	3	1	0	0	2	0	0	1	2	0	1	9
02	Rented	321	82	1	2	3	1	4	1	0	1	1	0	1	9

**By Length of Time in Current Accommodation**

01	Under 1 year	118	81	1	1	5	0	7	1	0	1	2	0	0	8
02	1 to 2 years	143	86	2	1	0	0	1	0	1	1	1	1	0	7
03	3 to 5 years	227	84	1	2	0	0	3	0	0	1	1	0	2	9
04	6 to 10 years	221	81	4	0	0	0	2	0	0	0	2	1	0	10
05	11 to 20 years	257	79	5	2	1	0	1	0	0	1	2	0	2	8
06	21 years and over	364	83	3	1	0	1	1	0	0	1	1	0	0	11

**By Length of Time Living in Area**

01	Under 1 year	43	89	0	1	0	0	0	0	0	0	0	0	0	11
02	1 to 2 years	81	87	2	1	0	1	1	0	0	1	0	0	0	9
03	3 to 5 years	165	88	2	3	0	0	1	0	0	2	0	0	0	6
04	6 to 10 years	139	80	6	0	0	0	2	1	1	0	2	1	1	8
05	11 to 20 years	189	82	1	1	1	0	0	0	0	2	4	0	1	10
06	21 years and over	692	81	3	1	2	1	4	0	0	1	1	0	2	10

**Q. B04b - Overall, how satisfied or dissatisfied were you with the response you received the last time you were in contact with the FRS?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	7	1%	-	-
VS	Very satisfied	73	6%	73	70%
FS	Fairly satisfied	26	2%	26	20%
NSND	Neither satisfied nor dissatisfied	10	1%	10	8%
FD	Fairly dissatisfied	1	0%	1	1%
VD	Very dissatisfied	1	0%	1	1%
	Question not asked	1239	90%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>111</b>	<b>100%</b>

	Unweighted Count	VS	FS	NSND	FD	VD
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>111</b>	70	20	8	1	1

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	82	84	13	3	0	0
02	Not satisfied	28	28	39	27	2	3

**By Satisfaction With Service Provided By FRA**

01	Satisfied	87	80	14	6	0	0
02	Not Satisfied	21	23	47	22	3	5

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	45	87	12	0	1	0
02	No	63	57	27	15	0	1

**By Gender**

01	Male	60	72	16	11	1	0
02	Female	46	70	25	4	0	0

**By Age**

01	18 to 29	5	93	7	0	0	0
02	30 to 44	37	59	21	18	1	0
03	45 to 59	31	73	23	1	0	3
04	60 to 74	21	75	19	7	0	0
05	75 and over	13	85	12	4	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	26	78	18	1	0	4
02	No long-standing illness/disability	75	69	19	11	1	0

**Q. B04b - Overall, how satisfied or dissatisfied were you with the response you received the last time you were in contact with the FRS? . . . Continued**

	<b>Unweighted Count</b>	<b>VS</b>	<b>FS</b>	<b>NSND</b>	<b>FD</b>	<b>VD</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>111</b>	<b>70</b>	<b>20</b>	<b>8</b>	<b>1</b>	<b>1</b>

**By Ethnicity**

01	White	103	74	16	9	1	1
02	Non-White	5	0	100	0	0	0

**By Employment Status**

01	Working	73	71	19	9	1	1
02	Retired	28	80	10	10	0	0
03	Otherwise not working	7	61	39	0	0	0

**By Household Type**

01	Household with children	39	68	18	13	1	0
02	Household without children	68	77	18	3	0	2

**By Housing Tenure**

01	Owned	77	68	20	11	1	0
02	Rented	26	79	18	0	0	3

**By Length of Time in Current Accommodation**

01	Under 1 year	10	75	19	6	0	0
02	1 to 2 years	14	73	23	4	0	0
03	3 to 5 years	17	70	13	9	3	5
04	6 to 10 years	18	51	15	34	0	0
05	11 to 20 years	22	72	28	0	0	0
06	21 years and over	23	91	9	0	0	0

**By Length of Time Living in Area**

01	Under 1 year	0	0	0	0	0	0
02	1 to 2 years	7	51	40	9	0	0
03	3 to 5 years	14	54	11	23	5	8
04	6 to 10 years	15	63	30	7	0	0
05	11 to 20 years	19	75	25	0	0	0
06	21 years and over	47	80	13	7	0	0

**Q. C01 - Can you recall having seen or heard any fire safety messages in the past 12 months?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	74	4%	-	-
Yes	Yes	757	59%	757	61%
No	No	526	37%	526	39%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1283</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1283</b>	<b>61</b>	<b>39</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	758	66	34
02	Not satisfied	480	55	45

**By Satisfaction With Service Provided By FRA**

01	Satisfied	770	66	34
02	Not Satisfied	473	55	45

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	54	72	28
02	No	1194	61	39

**By Gender**

01	Male	621	62	38
02	Female	617	62	38

**By Age**

01	18 to 29	78	68	32
02	30 to 44	302	62	38
03	45 to 59	341	66	34
04	60 to 74	325	56	44
05	75 and over	163	47	53

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	325	61	39
02	No long-standing illness/disability	894	62	38

**By Ethnicity**

01	White	1205	62	38
02	Non-White	34	41	59

**Q. C01 - Can you recall having seen or heard any fire safety messages in the past 12 months? . . . Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		N	%	%
<b>By Overall Figures</b>		<b>1283</b>	<b>61</b>	<b>39</b>

**By Employment Status**

01	Working	689	65	35
02	Retired	377	51	49
03	Otherwise not working	174	59	41

**By Household Type**

01	Household with children	317	65	35
02	Household without children	944	60	40

**By Housing Tenure**

01	Owned	926	62	38
02	Rented	306	61	39

**By Length of Time in Current Accommodation**

01	Under 1 year	114	57	43
02	1 to 2 years	139	63	37
03	3 to 5 years	215	59	41
04	6 to 10 years	209	61	39
05	11 to 20 years	252	69	31
06	21 years and over	331	59	41

**By Length of Time Living in Area**

01	Under 1 year	41	47	53
02	1 to 2 years	79	55	45
03	3 to 5 years	157	60	40
04	6 to 10 years	134	57	43
05	11 to 20 years	184	67	33
06	21 years and over	646	63	37

## Q. C02 - What did the fire safety message(s) cover?

Results of this question weighted by person		Unweighted Count	Weighted Valid%
	<b>Other</b>	14	3%
A	Smoke alarms/detectors	722	92%
B	Kitchen safety	201	25%
C	Drinking	156	19%
D	Firework safety	398	50%
E	Smoking	320	41%
F	Christmas tree lights	172	20%
G	Candle safety	151	16%
H	Children and matches	147	16%
I	Escape plans	166	23%
J	Electrics	138	15%
Respondent Count Unweighted		779	
Total Number of Responses Unweighted		2585	

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	779	3	92	25	19	50	41	20	16	16	23	15

### By Satisfaction With Way FRA Runs Things

01 Satisfied	496	3	94	31	21	52	44	23	20	19	24	16
02 Not satisfied	262	2	90	15	16	48	36	16	10	12	21	13

### By Satisfaction With Service Provided By FRA

01 Satisfied	503	4	94	30	19	53	42	23	19	19	25	16
02 Not Satisfied	252	2	90	15	18	47	39	15	10	11	19	13

### By Whether Respondent or Member of Family Have Used FRS in Past 12 Months

01 Yes	42	4	93	19	25	57	52	22	24	19	36	13
02 No	716	3	92	24	19	49	40	20	15	15	23	15

### By Gender

01 Male	375	2	94	28	18	54	41	15	12	14	23	17
02 Female	381	4	91	22	20	46	41	24	20	17	24	14

### By Age

01 18 to 29	47	7	89	30	15	46	50	16	5	6	30	12
02 30 to 44	195	3	92	23	21	48	34	14	7	12	21	11
03 45 to 59	229	2	94	22	23	48	38	18	20	15	26	13
04 60 to 74	187	1	92	24	17	59	47	30	27	29	22	24
05 75 and over	82	0	96	30	16	50	44	25	28	25	15	21

### By Long-standing Illness/Disability

01 Long-standing illness/disability	193	1	92	28	17	52	47	26	25	16	27	19
02 No long-standing illness/disability	553	3	93	24	20	50	39	19	14	16	22	14

### By Ethnicity

01 White	741	3	93	23	20	50	41	21	17	15	23	15
02 Non-White	15	5	89	66	20	65	35	13	0	12	18	3

**Q. C02 - What did the fire safety message(s) cover?. . . Continued**

	<b>Unweighted Count</b>	<b>Oth</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	779	3	92	25	19	50	41	20	16	16	23	15

**By Employment Status**

01	Working	445	2	94	24	19	52	39	18	12	12	23	14
02	Retired	203	1	94	27	18	53	44	32	32	27	18	19
03	Otherwise not working	107	9	83	27	22	37	47	19	16	19	28	15

**By Household Type**

01	Household with children	211	2	94	25	20	55	42	15	8	16	26	13
02	Household without children	555	3	92	25	19	48	41	23	20	16	21	17

**By Housing Tenure**

01	Owned	572	3	93	21	19	50	39	19	16	16	24	15
02	Rented	175	1	91	37	21	48	49	21	13	15	23	15

**By Length of Time in Current Accommodation**

01	Under 1 year	56	0	97	33	24	48	47	21	10	13	19	13
02	1 to 2 years	84	1	87	29	19	53	34	15	6	5	19	12
03	3 to 5 years	131	4	92	16	21	58	40	19	17	17	24	13
04	6 to 10 years	129	10	89	24	20	43	33	25	16	11	19	14
05	11 to 20 years	162	1	94	23	14	48	42	19	18	19	31	16
06	21 years and over	205	0	94	25	19	52	47	23	26	25	21	21

**By Length of Time Living in Area**

01	Under 1 year	17	0	98	14	19	37	33	28	4	13	9	6
02	1 to 2 years	44	3	86	27	18	50	43	12	5	6	26	15
03	3 to 5 years	89	6	89	20	22	54	40	26	21	16	29	13
04	6 to 10 years	77	0	96	25	23	54	29	25	12	13	19	17
05	11 to 20 years	118	7	87	22	14	42	34	18	14	11	20	11
06	21 years and over	407	1	95	25	19	54	46	19	19	21	22	16

## Q. C03 - Thinking of the most recent message, where did you see/hear it?

Results of this question weighted by person		Unweighted Count	Weighted Valid%
	<b>Other</b>	42	8%
A	On a local bus	18	2%
B	On a fire engine	19	3%
C	From children/schools	31	5%
D	In a shopping centre	28	5%
E	At the Job Centre	3	1%
F	Visit to fire station/talk from Fire and Rescue Service	36	4%
G	Poster/leaflet (at libraries etc)	66	10%
H	Advert for fire safety product	74	9%
I	On the internet	5	1%
J	In local newspaper	101	10%
K	On a local radio station	61	7%
L	On television	560	72%
Respondent Count Unweighted		774	
Total Number of Responses Unweighted		1044	

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J	K	L
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	774	8	2	3	5	5	1	4	10	9	1	10	7	72

### By Satisfaction With Way FRA Runs Things

01 Satisfied	495	7	3	5	7	7	1	5	13	12	1	12	7	71
02 Not satisfied	260	9	2	1	3	1	0	2	6	4	1	7	7	74

### By Satisfaction With Service Provided By FRA

01 Satisfied	500	7	3	5	7	6	1	6	13	12	1	11	7	70
02 Not Satisfied	251	8	2	1	3	2	0	1	7	5	1	7	7	76

### By Whether Respondent or Member of Family Have Used FRS in Past 12 Months

01 Yes	41	5	3	3	7	0	0	18	16	15	2	16	7	57
02 No	713	8	2	2	4	5	1	4	10	9	0	10	7	73

### By Gender

01 Male	370	6	1	5	3	2	0	4	10	7	0	14	7	71
02 Female	381	9	3	1	8	7	1	4	11	11	1	7	7	74

### By Age

01 18 to 29	46	16	1	0	0	8	0	5	10	10	0	2	3	73
02 30 to 44	195	6	1	5	10	0	0	3	11	8	1	6	11	67
03 45 to 59	230	7	3	4	3	2	0	5	9	9	1	10	5	77
04 60 to 74	185	4	1	3	4	5	0	4	7	8	1	20	8	76
05 75 and over	79	3	3	4	1	9	3	5	12	11	0	27	7	63

### By Long-standing Illness/Disability

01 Long-standing illness/disability	191	8	4	3	8	9	1	4	15	8	2	12	4	74
02 No long-standing illness/disability	553	7	2	3	5	4	1	4	9	9	0	9	8	72

### By Ethnicity

01 White	737	8	2	2	5	5	0	4	10	9	1	10	7	73
02 Non-White	15	0	23	39	27	12	12	0	25	23	0	22	16	42

**Q. C03 - Thinking of the most recent message, where did you see/hear it? . . . Continued**

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J	K	L
	N	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	774	8	2	3	5	5	1	4	10	9	1	10	7	72

**By Employment Status**

01	Working	444	7	2	3	5	2	1	5	9	8	0	8	7	73
02	Retired	199	4	2	2	9	13	1	2	14	8	1	21	7	76
03	Otherwise not working	107	15	3	4	4	10	0	4	10	14	2	7	6	64

**By Household Type**

01	Household with children	210	10	3	3	7	5	1	4	12	11	1	7	8	71
02	Household without children	552	6	2	3	4	5	0	4	10	8	1	12	7	73

**By Housing Tenure**

01	Owned	569	7	3	2	4	2	1	4	7	9	0	10	8	74
02	Rented	174	9	2	6	5	7	0	6	15	10	1	10	6	65

**By Length of Time in Current Accommodation**

01	Under 1 year	56	5	3	1	0	12	3	3	9	9	0	3	7	71
02	1 to 2 years	84	8	1	9	11	3	0	8	15	10	1	8	5	65
03	3 to 5 years	131	9	5	4	10	8	0	2	16	7	0	7	9	73
04	6 to 10 years	129	14	2	0	4	3	1	4	6	9	0	13	9	68
05	11 to 20 years	161	6	2	4	5	1	0	6	8	8	1	11	5	77
06	21 years and over	201	5	1	2	2	3	0	3	9	12	2	18	7	75

**By Length of Time Living in Area**

01	Under 1 year	17	3	9	1	0	22	9	1	12	9	0	5	14	51
02	1 to 2 years	44	4	0	3	4	6	0	4	11	9	2	13	4	72
03	3 to 5 years	89	8	5	3	11	15	0	1	20	9	0	8	9	72
04	6 to 10 years	78	1	3	1	6	2	1	5	15	11	0	13	8	64
05	11 to 20 years	117	12	1	8	10	1	0	6	6	5	0	8	6	65
06	21 years and over	403	9	1	3	3	2	0	5	8	10	1	12	6	77

**Q. C04a - Thinking about the most recent fire safety message, did you understand...? The content of the message**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	34	2%	-	-
Yes	Yes	748	58%	748	99%
No	No	6	0%	6	1%
	Question not asked	569	40%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>754</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>754</b>	<b>99</b>	<b>1</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	478	99	1
02	Not satisfied	257	100	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	484	99	1
02	Not Satisfied	249	100	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	41	97	3
02	No	694	100	0

**By Gender**

01	Male	360	100	0
02	Female	371	100	0

**By Age**

01	18 to 29	47	100	0
02	30 to 44	193	100	0
03	45 to 59	223	100	0
04	60 to 74	178	99	1
05	75 and over	74	98	2

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	188	100	0
02	No long-standing illness/disability	536	100	0

**By Ethnicity**

01	White	718	99	1
02	Non-White	14	100	0

**Q. C04a - Thinking about the most recent fire safety message, did you understand...? The content of the message. . .**  
**Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		<b>N</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>754</b>	<b>99</b>	<b>1</b>

<b>By Employment Status</b>				
01	Working	437	100	0
02	Retired	189	97	3
03	Otherwise not working	104	99	1

<b>By Household Type</b>				
01	Household with children	208	100	0
02	Household without children	535	99	1

<b>By Housing Tenure</b>				
01	Owned	556	99	1
02	Rented	169	100	0

<b>By Length of Time in Current Accomodation</b>				
01	Under 1 year	54	100	0
02	1 to 2 years	84	100	0
03	3 to 5 years	130	100	0
04	6 to 10 years	123	100	0
05	11 to 20 years	159	100	0
06	21 years and over	192	98	2

<b>By Length of Time Living in Area</b>				
01	Under 1 year	17	100	0
02	1 to 2 years	44	100	0
03	3 to 5 years	89	100	0
04	6 to 10 years	76	100	0
05	11 to 20 years	114	100	0
06	21 years and over	388	99	1

**Q. C04b - Thinking about the most recent fire safety message, did you understand...? What you had to do to improve your safety from fire**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	111	7%	-	-
Yes	Yes	660	53%	660	98%
No	No	17	1%	17	2%
	Question not asked	569	40%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>677</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>677</b>	<b>98</b>	<b>2</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	421	98	2
02	Not satisfied	241	98	2

**By Satisfaction With Service Provided By FRA**

01	Satisfied	425	99	1
02	Not Satisfied	235	98	2

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	36	96	4
02	No	627	98	2

**By Gender**

01	Male	319	98	2
02	Female	341	99	1

**By Age**

01	18 to 29	47	100	0
02	30 to 44	186	99	1
03	45 to 59	210	98	2
04	60 to 74	149	98	2
05	75 and over	57	95	5

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	159	97	3
02	No long-standing illness/disability	495	99	1

**By Ethnicity**

01	White	645	98	2
02	Non-White	14	100	0

**Q. C04b - Thinking about the most recent fire safety message, did you understand...? What you had to do to improve your safety from fire. . . Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		<b>N</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>677</b>	<b>98</b>	<b>2</b>

**By Employment Status**

01	Working	411	99	1
02	Retired	151	95	5
03	Otherwise not working	98	98	2

**By Household Type**

01	Household with children	197	99	1
02	Household without children	470	98	2

**By Housing Tenure**

01	Owned	496	98	2
02	Rented	155	98	2

**By Length of Time in Current Accomodation**

01	Under 1 year	49	99	1
02	1 to 2 years	79	99	1
03	3 to 5 years	120	99	1
04	6 to 10 years	110	98	2
05	11 to 20 years	150	99	1
06	21 years and over	159	96	4

**By Length of Time Living in Area**

01	Under 1 year	15	100	0
02	1 to 2 years	43	96	4
03	3 to 5 years	81	99	1
04	6 to 10 years	69	99	1
05	11 to 20 years	110	99	1
06	21 years and over	336	98	2

**Q. C05 - Do you feel that the message influenced you to improve or change the fire safety measures in your home?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	33	2%	-	-
Yes/AIP	Yes/Advice from message already in place	680	54%	680	91%
No	No	75	5%	75	9%
	Question not asked	569	40%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>755</b>	<b>100%</b>

	Unweighted Count	Yes/AIP	No
	N	%	%
<b>By Overall Figures</b>	<b>755</b>	<b>91</b>	<b>9</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	480	95	5
02	Not satisfied	258	86	14

**By Satisfaction With Service Provided By FRA**

01	Satisfied	483	95	5
02	Not Satisfied	251	85	15

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	37	100	0
02	No	700	91	9

**By Gender**

01	Male	364	90	10
02	Female	369	93	7

**By Age**

01	18 to 29	47	90	10
02	30 to 44	192	91	9
03	45 to 59	224	94	6
04	60 to 74	178	89	11
05	75 and over	77	90	10

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	185	91	9
02	No long-standing illness/disability	542	91	9

**By Ethnicity**

01	White	723	91	9
02	Non-White	12	100	0

**Q. C05 - Do you feel that the message influenced you to improve or change the fire safety measures in your home? . . .**  
**Continued**

		<b>Unweighted Count</b>	<b>Yes/AIP</b>	<b>No</b>
		<b>N</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>755</b>	<b>91</b>	<b>9</b>

<b>By Employment Status</b>				
01	Working	437	92	8
02	Retired	190	91	9
03	Otherwise not working	106	89	11

<b>By Household Type</b>				
01	Household with children	208	90	10
02	Household without children	535	91	9

<b>By Housing Tenure</b>				
01	Owned	550	92	8
02	Rented	174	89	11

<b>By Length of Time in Current Accomodation</b>				
01	Under 1 year	54	95	5
02	1 to 2 years	82	85	15
03	3 to 5 years	130	93	7
04	6 to 10 years	127	88	12
05	11 to 20 years	155	95	5
06	21 years and over	196	89	11

<b>By Length of Time Living in Area</b>				
01	Under 1 year	16	100	0
02	1 to 2 years	42	82	18
03	3 to 5 years	89	87	13
04	6 to 10 years	76	94	6
05	11 to 20 years	115	93	7
06	21 years and over	392	91	9

**Q. D01 - Which of the following do you believe are the three most common causes of house fires?**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Chip pans	749	54%
B	Cigarettes	839	69%
C	Cooking	177	16%
D	Faulty electrical wiring	450	33%
E	Faulty appliances	263	20%
F	Children playing with matches/lighters	285	22%
G	Candles	465	38%
H	Open fires (e.g. chimneys/sparks etc)	59	6%
I	Items too close to fires/heaters	199	18%
J	Arson/Deliberate fire	253	19%
Respondent Count Unweighted		1270	
Total Number of Responses Unweighted		3739	

	Unweighted Count	A	B	C	D	E	F	G	H	I	J
	N	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1270	54	69	16	33	20	22	38	6	18	19

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	748	61	65	13	31	19	27	39	6	14	20
02	Not satisfied	480	44	75	20	37	20	17	37	6	23	17

**By Satisfaction With Service Provided By FRA**

01	Satisfied	761	60	67	12	31	19	27	38	6	15	19
02	Not Satisfied	469	45	73	21	37	19	16	38	6	21	18

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	50	69	16	32	23	15	41	20	10	19
02	No	1177	54	70	15	34	19	23	38	5	19	19

**By Gender**

01	Male	618	49	69	17	31	20	24	28	9	22	23
02	Female	605	57	70	15	35	18	21	48	4	15	15

**By Age**

01	18 to 29	76	37	78	24	33	16	17	37	6	24	18
02	30 to 44	289	40	76	18	32	19	20	43	8	23	17
03	45 to 59	341	58	71	13	32	20	20	44	4	17	18
04	60 to 74	326	70	57	10	37	21	27	32	7	13	22
05	75 and over	163	67	55	14	41	20	28	23	4	12	24

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	323	65	67	10	32	19	30	30	5	17	21
02	No long-standing illness/disability	881	49	70	18	34	19	19	41	7	19	18

**By Ethnicity**

01	White	1190	54	69	16	34	19	23	38	5	17	19
02	Non-White	36	46	62	26	28	26	20	36	22	22	9

**Q. D01 - Which of the following do you believe are the three most common causes of house fires?. . . Continued**

	Unweighted Count	A	B	C	D	E	F	G	H	I	J
	N	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1270	54	69	16	33	20	22	38	6	18	19

**By Employment Status**

01	Working	684	48	73	18	34	19	18	40	7	19	19
02	Retired	376	72	60	12	34	16	34	29	3	11	22
03	Otherwise not working	165	53	66	14	30	21	25	45	6	23	13

**By Household Type**

01	Household with children	310	42	74	16	34	22	26	40	8	21	15
02	Household without children	936	59	67	16	33	18	21	37	5	16	21

**By Housing Tenure**

01	Owned	922	53	69	14	35	20	23	40	6	16	20
02	Rented	295	56	69	20	30	19	20	35	7	21	17

**By Length of Time in Current Accomodation**

01	Under 1 year	112	42	69	23	35	15	17	41	7	26	20
02	1 to 2 years	135	48	79	27	29	20	9	43	9	18	11
03	3 to 5 years	211	57	72	12	32	19	26	34	4	23	18
04	6 to 10 years	205	48	67	13	35	24	25	38	8	18	19
05	11 to 20 years	242	55	72	14	36	19	28	37	7	14	14
06	21 years and over	338	66	60	12	33	19	25	38	4	11	29

**By Length of Time Living in Area**

01	Under 1 year	42	36	55	23	45	20	13	35	11	26	22
02	1 to 2 years	76	46	75	18	40	23	14	43	11	16	15
03	3 to 5 years	152	56	77	18	28	16	22	30	3	26	14
04	6 to 10 years	130	45	70	23	37	19	14	41	3	30	13
05	11 to 20 years	180	48	76	16	38	21	24	43	7	11	15
06	21 years and over	642	61	67	12	30	19	26	38	6	14	23

**Q. D02 - How safe or unsafe do you feel in relation to the risk of fire in your home?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	39	2%	-	-
VS	Very safe	352	23%	352	24%
FS	Fairly safe	847	66%	847	67%
NSNU	Neither safe nor unsafe	97	7%	97	7%
FU	Fairly unsafe	15	1%	15	1%
VU	Very unsafe	7	1%	7	1%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1318</b>	<b>100%</b>

	Unweighted Count	VS	FS	NSNU	FU	VU
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1318</b>	24	67	7	1	1

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	787	29	65	4	1	0
02	Not satisfied	486	16	70	12	2	1

**By Satisfaction With Service Provided By FRA**

01	Satisfied	799	29	65	5	1	0
02	Not Satisfied	478	16	71	11	2	1

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	26	68	6	0	0
02	No	1224	23	68	8	1	0

**By Gender**

01	Male	639	21	73	6	0	0
02	Female	631	26	64	8	2	1

**By Age**

01	18 to 29	81	20	73	6	2	0
02	30 to 44	303	17	74	8	0	1
03	45 to 59	348	23	67	9	1	1
04	60 to 74	338	32	59	7	1	1
05	75 and over	170	38	56	3	3	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	341	30	61	6	2	1
02	No long-standing illness/disability	912	22	70	8	1	0

**Q. D02 - How safe or unsafe do you feel in relation to the risk of fire in your home?. . . Continued**

	<b>Unweighted Count</b>	<b>VS</b>	<b>FS</b>	<b>NSNU</b>	<b>FU</b>	<b>VU</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1318</b>	<b>24</b>	<b>67</b>	<b>7</b>	<b>1</b>	<b>1</b>

**By Ethnicity**

01	White	1237	24	67	6	1	1
02	Non-White	37	15	65	20	0	0

**By Employment Status**

01	Working	702	19	72	7	0	1
02	Retired	394	36	57	5	2	1
03	Otherwise not working	178	26	63	9	2	0

**By Household Type**

01	Household with children	319	20	72	7	0	1
02	Household without children	978	26	65	7	1	0

**By Housing Tenure**

01	Owned	951	21	71	7	1	0
02	Rented	314	28	61	8	2	1

**By Length of Time in Current Accomodation**

01	Under 1 year	114	24	70	5	1	0
02	1 to 2 years	136	18	73	9	1	0
03	3 to 5 years	223	29	63	6	1	1
04	6 to 10 years	218	28	61	10	0	1
05	11 to 20 years	250	20	71	5	2	1
06	21 years and over	355	22	68	8	1	0

**By Length of Time Living in Area**

01	Under 1 year	40	33	62	5	0	0
02	1 to 2 years	79	16	72	8	3	0
03	3 to 5 years	159	24	65	8	1	1
04	6 to 10 years	136	31	58	10	0	0
05	11 to 20 years	185	19	73	6	2	0
06	21 years and over	675	24	68	7	1	1

**Q. E01a - Has there been a fire at your home in the past 12 months?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	27	2%	-	-
Yes	Yes	11	1%	11	1%
No	No	1319	97%	1319	99%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1330</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1330</b>	<b>1</b>	<b>99</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	793	1	99
02	Not satisfied	492	1	99

**By Satisfaction With Service Provided By FRA**

01	Satisfied	805	1	99
02	Not Satisfied	482	2	98

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	58	6	94
02	No	1237	1	99

**By Gender**

01	Male	646	2	98
02	Female	634	1	99

**By Age**

01	18 to 29	81	2	98
02	30 to 44	308	1	99
03	45 to 59	349	1	99
04	60 to 74	335	1	99
05	75 and over	177	0	100

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	344	1	99
02	No long-standing illness/disability	915	1	99

**By Ethnicity**

01	White	1247	1	99
02	Non-White	37	4	96

Q. E01a - Has there been a fire at your home in the past 12 months?. . . Continued

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1330</b>	<b>1</b>	<b>99</b>

**By Employment Status**

01	Working	706	1	99
02	Retired	400	0	100
03	Otherwise not working	178	1	99

**By Household Type**

01	Household with children	322	1	99
02	Household without children	985	1	99

**By Housing Tenure**

01	Owned	958	1	99
02	Rented	316	2	98

**By Length of Time in Current Accommodation**

01	Under 1 year	114	2	98
02	1 to 2 years	139	1	99
03	3 to 5 years	224	0	100
04	6 to 10 years	220	1	99
05	11 to 20 years	253	2	98
06	21 years and over	356	1	99

**By Length of Time Living in Area**

01	Under 1 year	40	0	100
02	1 to 2 years	80	2	98
03	3 to 5 years	161	2	98
04	6 to 10 years	138	1	99
05	11 to 20 years	186	0	100
06	21 years and over	680	1	99

**Q. E01b - If yes, did you/a member of your household call the Fire and Rescue Service (FRS)?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	1	0%	-	-
Yes	Yes	3	0%	3	26%
No	No	7	1%	7	74%
	Question not asked	1346	99%	-	-
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>10</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>10</b>	<b>26</b>	<b>74</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	7	57	43
02	Not satisfied	3	0	100

**By Satisfaction With Service Provided By FRA**

01	Satisfied	7	57	43
02	Not Satisfied	3	0	100

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	4	69	31
02	No	5	0	100

**By Gender**

01	Male	7	13	87
02	Female	3	54	46

**By Age**

01	18 to 29	1	0	100
02	30 to 44	2	100	0
03	45 to 59	3	0	100
04	60 to 74	3	52	48
05	75 and over	1	0	100

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	5	61	39
02	No long-standing illness/disability	5	12	88

**By Ethnicity**

01	White	8	48	52
02	Non-White	1	0	100

Q. E01b - If yes, did you/a member of your household call the Fire and Rescue Service (FRS)? . . . Continued

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>10</b>	<b>26</b>	<b>74</b>

**By Employment Status**

01	Working	6	25	75
02	Retired	1	100	0
03	Otherwise not working	2	0	100

**By Household Type**

01	Household with children	4	51	49
02	Household without children	6	13	87

**By Housing Tenure**

01	Owned	6	17	83
02	Rented	3	21	79

**By Length of Time in Current Accommodation**

01	Under 1 year	1	0	100
02	1 to 2 years	1	100	0
03	3 to 5 years	0	0	0
04	6 to 10 years	2	52	48
05	11 to 20 years	3	0	100
06	21 years and over	2	68	32

**By Length of Time Living in Area**

01	Under 1 year	0	0	0
02	1 to 2 years	1	100	0
03	3 to 5 years	1	0	100
04	6 to 10 years	1	0	100
05	11 to 20 years	1	0	100
06	21 years and over	5	39	61

**Q. E01c - If yes, did you/a member of your household attempt to tackle the fire prior to calling the Fire and Rescue Service (FRS)?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
Yes	Yes	3	0%	3	100%
	Question not asked	1354	100%	-	-
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>3</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>3</b>	<b>100</b>	<b>0</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	3	100	0
02	Not satisfied	0	0	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	3	100	0
02	Not Satisfied	0	0	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	2	100	0
02	No	0	0	0

**By Gender**

01	Male	1	100	0
02	Female	2	100	0

**By Age**

01	18 to 29	0	0	0
02	30 to 44	2	100	0
03	45 to 59	0	0	0
04	60 to 74	1	100	0
05	75 and over	0	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	2	100	0
02	No long-standing illness/disability	1	100	0

**By Ethnicity**

01	White	3	100	0
02	Non-White	0	0	0

Q. E01c - If yes, did you/a member of your household attempt to tackle the fire prior to calling the Fire and Rescue Service (FRS)?... Continued

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>3</b>	100	0

<b>By Employment Status</b>				
01	Working	2	100	0
02	Retired	1	100	0
03	Otherwise not working	0	0	0

<b>By Household Type</b>				
01	Household with children	2	100	0
02	Household without children	1	100	0

<b>By Housing Tenure</b>				
01	Owned	1	100	0
02	Rented	1	100	0

<b>By Length of Time in Current Accommodation</b>				
01	Under 1 year	0	0	0
02	1 to 2 years	1	100	0
03	3 to 5 years	0	0	0
04	6 to 10 years	1	100	0
05	11 to 20 years	0	0	0
06	21 years and over	1	100	0

<b>By Length of Time Living in Area</b>				
01	Under 1 year	0	0	0
02	1 to 2 years	1	100	0
03	3 to 5 years	0	0	0
04	6 to 10 years	0	0	0
05	11 to 20 years	0	0	0
06	21 years and over	2	100	0

**Q. E01d - If you/a member of your household did not call the FRS, why not?**

Results of this question weighted by household		Unweighted Count	Weighted Valid%
A	I thought that the fire was too small to bother the FRS with	4	67%
B	I/Someone else put the fire out	3	38%
C	The fire went out on its own	1	44%
D	I was too afraid to call the FRS	0	0%
E	Neighbours called	0	0%
Respondent Count Unweighted		6	
Total Number of Responses Unweighted		8	

	Unweighted Count	A	B	C	D	E
	N	%	%	%	%	%
<b>By Overall Figures</b>	6	67	38	44	0	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	3	100	24	0	0	0
02	Not satisfied	3	57	43	57	0	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	3	100	24	0	0	0
02	Not Satisfied	3	57	43	57	0	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	1	100	0	0	0	0
02	No	5	65	41	47	0	0

**By Gender**

01	Male	5	85	22	56	0	0
02	Female	1	0	100	0	0	0

**By Age**

01	18 to 29	1	100	0	100	0	0
02	30 to 44	0	0	0	0	0	0
03	45 to 59	3	27	73	0	0	0
04	60 to 74	2	100	50	0	0	0
05	75 and over	0	0	0	0	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	2	100	50	0	0	0
02	No long-standing illness/disability	4	63	37	50	0	0

**By Ethnicity**

01	White	4	66	50	0	0	0
02	Non-White	1	0	100	0	0	0

**By Employment Status**

01	Working	4	84	24	60	0	0
02	Retired	0	0	0	0	0	0
03	Otherwise not working	2	21	79	0	0	0

**By Household Type**

01	Household with children	2	50	50	0	0	0
02	Household without children	4	73	35	58	0	0

**Q. E01d - If you/a member of your household did not call the FRS, why not? . . . Continued**

	<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	6	67	38	44	0	0

**By Housing Tenure**

01	Owned	5	41	69	0	0	0
02	Rented	1	100	0	100	0	0

**By Length of Time in Current Accomodation**

01	Under 1 year	1	100	0	100	0	0
02	1 to 2 years	0	0	0	0	0	0
03	3 to 5 years	0	0	0	0	0	0
04	6 to 10 years	1	0	100	0	0	0
05	11 to 20 years	3	46	69	0	0	0
06	21 years and over	1	100	0	0	0	0

**By Length of Time Living in Area**

01	Under 1 year	0	0	0	0	0	0
02	1 to 2 years	0	0	0	0	0	0
03	3 to 5 years	1	100	0	100	0	0
04	6 to 10 years	1	0	100	0	0	0
05	11 to 20 years	1	100	100	0	0	0
06	21 years and over	3	46	54	0	0	0

**Q. E02a - Do you have any smoke alarms in your home?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	28	2%	-	-
A	Yes - on every level	902	68%	902	69%
B	Yes - but not on every level	304	22%	304	22%
C	No	123	9%	123	9%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1329</b>	<b>100%</b>

		Unweighted Count	A	B	C
		N	%	%	%
<b>By Overall Figures</b>		<b>1329</b>	<b>69</b>	<b>22</b>	<b>9</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	791	69	20	10
02	Not satisfied	492	67	25	7

**By Satisfaction With Service Provided By FRA**

01	Satisfied	803	69	21	10
02	Not Satisfied	482	68	24	8

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	77	21	2
02	No	1233	68	23	9

**By Gender**

01	Male	644	71	22	7
02	Female	633	68	22	10

**By Age**

01	18 to 29	81	73	20	7
02	30 to 44	308	75	20	6
03	45 to 59	348	66	27	7
04	60 to 74	338	60	25	15
05	75 and over	171	72	20	9

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	343	69	20	11
02	No long-standing illness/disability	914	69	23	8

**By Ethnicity**

01	White	1244	70	22	8
02	Non-White	37	57	26	17

Q. E02a - Do you have any smoke alarms in your home?. . . Continued

		Unweighted Count	A	B	C
		N	%	%	%
<b>By Overall Figures</b>		<b>1329</b>	69	22	9

**By Employment Status**

01	Working	708	68	25	7
02	Retired	399	69	19	12
03	Otherwise not working	176	75	16	9

**By Household Type**

01	Household with children	323	74	21	5
02	Household without children	984	67	22	10

**By Housing Tenure**

01	Owned	959	66	25	9
02	Rented	314	76	14	10

**By Length of Time in Current Accommodation**

01	Under 1 year	116	83	11	5
02	1 to 2 years	138	74	17	9
03	3 to 5 years	223	74	20	6
04	6 to 10 years	219	68	25	7
05	11 to 20 years	252	68	23	9
06	21 years and over	358	54	31	15

**By Length of Time Living in Area**

01	Under 1 year	42	90	3	7
02	1 to 2 years	80	69	18	13
03	3 to 5 years	161	76	19	5
04	6 to 10 years	138	73	25	3
05	11 to 20 years	184	72	21	7
06	21 years and over	678	63	25	12

**Q. E02b - How often are smoke alarm(s) in your house checked?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	36	3%	-	-
DK	Don't Know	56	5%	-	-
A	Once a week	171	13%	171	16%
B	Once a month	362	26%	362	31%
C	Once every 3 months	212	16%	212	20%
D	Once every 6 months	149	11%	149	13%
E	Once a year	163	11%	163	14%
F	Less than once a year	44	3%	44	4%
G	They have never been checked	26	2%	26	3%
	Question not asked	138	10%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1127</b>	<b>100%</b>

		Unweighted Count	A	B	C	D	E	F	G
		N	%	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1127</b>	16	31	20	13	14	4	3
<b>By Satisfaction With Way FRA Runs Things</b>									
01	Satisfied	676	19	32	19	11	12	3	2
02	Not satisfied	411	11	29	20	16	16	5	3

**By Satisfaction With Service Provided By FRA**

01	Satisfied	689	20	32	20	11	12	3	2
02	Not Satisfied	401	10	28	20	17	17	5	3

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	55	27	39	17	3	8	5	0
02	No	1052	15	30	20	14	14	4	3

**By Gender**

01	Male	562	14	33	21	13	14	3	2
02	Female	520	16	29	19	13	14	4	3

**By Age**

01	18 to 29	70	17	29	26	11	14	1	3
02	30 to 44	272	14	28	20	14	15	7	1
03	45 to 59	302	14	30	21	16	13	3	3
04	60 to 74	273	14	34	18	12	16	3	4
05	75 and over	145	20	36	15	13	10	2	3

**Q. E02b - How often are smoke alarm(s) in your house checked? . . . Continued**

		<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
		N	%	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1127</b>	<b>16</b>	<b>31</b>	<b>20</b>	<b>13</b>	<b>14</b>	<b>4</b>	<b>3</b>

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	288	23	30	16	10	15	4	2
02	No long-standing illness/disability	782	13	31	21	14	13	4	3

**By Ethnicity**

01	White	1067	15	31	20	13	14	4	2
02	Non-White	23	6	26	21	15	7	15	9

**By Employment Status**

01	Working	621	14	30	21	13	14	5	3
02	Retired	327	18	35	17	11	13	2	4
03	Otherwise not working	141	17	30	20	17	13	3	0

**By Household Type**

01	Household with children	286	14	33	18	12	14	7	2
02	Household without children	823	16	30	21	14	13	2	3

**By Housing Tenure**

01	Owned	822	12	31	21	15	13	4	2
02	Rented	258	24	30	17	9	15	2	3

**By Length of Time in Current Accommodation**

01	Under 1 year	92	21	32	20	14	12	1	1
02	1 to 2 years	119	13	35	18	11	14	3	5
03	3 to 5 years	198	14	26	24	13	15	5	3
04	6 to 10 years	196	11	30	23	12	14	7	3
05	11 to 20 years	218	20	25	19	14	17	2	3
06	21 years and over	283	14	40	17	15	9	3	1

**By Length of Time Living in Area**

01	Under 1 year	33	11	39	24	9	15	2	1
02	1 to 2 years	66	9	44	14	15	16	2	1
03	3 to 5 years	146	16	23	21	16	17	2	5
04	6 to 10 years	128	14	26	23	8	15	9	5
05	11 to 20 years	161	19	20	23	17	14	4	4
06	21 years and over	555	16	36	19	13	12	3	1

## Q. E02c - What type of smoke alarm(s) do you have?

Results of this question weighted by household		Unweighted Count	Weighted Valid%
A	Standard battery	849	74%
B	10 year battery	76	6%
C	Mains-wired	276	25%
Respondent Count Unweighted		1144	
Total Number of Responses Unweighted		1201	

	Unweighted Count	A	B	C
	N	%	%	%
<b>By Overall Figures</b>	1144	74	6	25

### By Satisfaction With Way FRA Runs Things

01	Satisfied	667	71	7	26
02	Not satisfied	435	77	5	25

### By Satisfaction With Service Provided By FRA

01	Satisfied	682	72	7	26
02	Not Satisfied	423	76	5	25

### By Whether Respondent or Member of Family Have Used FRS in Past 12 Months

01	Yes	55	73	10	19
02	No	1067	74	6	25

### By Gender

01	Male	564	75	5	25
02	Female	535	72	7	26

### By Age

01	18 to 29	66	73	3	30
02	30 to 44	276	69	4	31
03	45 to 59	313	77	6	22
04	60 to 74	278	75	8	21
05	75 and over	145	72	12	21

### By Long-standing Illness/Disability

01	Long-standing illness/disability	292	69	8	29
02	No long-standing illness/disability	791	74	5	25

### By Ethnicity

01	White	1083	73	6	26
02	Non-White	20	80	13	7

### By Employment Status

01	Working	634	76	4	25
02	Retired	329	70	10	25
03	Otherwise not working	142	66	6	31

### By Household Type

01	Household with children	292	71	6	30
02	Household without children	834	74	7	23

### By Housing Tenure

01	Owned	838	78	6	21
02	Rented	257	61	7	38

Q. E02c - What type of smoke alarm(s) do you have? . . . Continued

	Unweighted Count	A	B	C
	N	%	%	%
<b>By Overall Figures</b>	1144	74	6	25

**By Length of Time in Current Accomodation**

01	Under 1 year	94	69	4	30
02	1 to 2 years	120	69	5	34
03	3 to 5 years	195	69	4	33
04	6 to 10 years	196	66	7	30
05	11 to 20 years	223	79	9	19
06	21 years and over	296	86	7	10

**By Length of Time Living in Area**

01	Under 1 year	30	68	8	24
02	1 to 2 years	67	79	4	20
03	3 to 5 years	142	63	5	36
04	6 to 10 years	129	66	7	33
05	11 to 20 years	166	79	7	21
06	21 years and over	571	77	7	22

## Q. E02d - Who fitted the smoke alarm(s) in your home?

Results of this question weighted by household		Unweighted Count	Weighted Valid%
A	Me/A member of my household	623	48%
B	Landlord/Maintenance	183	20%
C	Already in the property when moved in	280	27%
D	The Fire and Rescue Service	49	4%
E	Social Services	7	0%
F	Other	75	6%
Respondent Count Unweighted		1160	
Total Number of Responses Unweighted		1217	

	Unweighted Count	A	B	C	D	E	F
	N	%	%	%	%	%	%
<b>By Overall Figures</b>	1160	48	20	27	4	0	6

### By Satisfaction With Way FRA Runs Things

01	Satisfied	687	48	24	23	5	1	6
02	Not satisfied	430	49	16	33	2	0	5

### By Satisfaction With Service Provided By FRA

01	Satisfied	702	48	23	23	5	1	6
02	Not Satisfied	419	48	17	33	2	0	5

### By Whether Respondent or Member of Family Have Used FRS in Past 12 Months

01	Yes	59	60	17	18	14	1	0
02	No	1077	48	20	27	3	0	6

### By Gender

01	Male	569	55	17	25	2	1	6
02	Female	546	43	23	30	5	0	6

### By Age

01	18 to 29	68	22	50	37	0	0	1
02	30 to 44	276	43	14	38	2	0	7
03	45 to 59	313	59	14	22	3	0	7
04	60 to 74	283	59	11	21	5	1	6
05	75 and over	154	51	24	13	11	1	6

### By Long-standing Illness/Disability

01	Long-standing illness/disability	300	46	29	18	5	1	7
02	No long-standing illness/disability	798	49	18	30	3	0	6

### By Ethnicity

01	White	1098	49	20	27	4	0	6
02	Non-White	24	41	23	34	2	1	2

### By Employment Status

01	Working	627	51	17	29	2	0	7
02	Retired	345	50	21	20	7	1	5
03	Otherwise not working	148	34	35	32	5	0	3

### By Household Type

01	Household with children	289	46	16	34	1	0	7
02	Household without children	854	49	22	25	5	1	5

**Q. E02d - Who fitted the smoke alarm(s) in your home? . . . Continued**

	<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
	N	%	%	%	%	%	%
<b>By Overall Figures</b>	1160	48	20	27	4	0	6

**By Housing Tenure**

01	Owned	838	61	2	28	5	0	7
02	Rented	273	17	65	24	1	0	3

**By Length of Time in Current Accommodation**

01	Under 1 year	98	19	47	39	1	0	2
02	1 to 2 years	121	22	29	48	3	0	5
03	3 to 5 years	204	39	19	41	2	0	4
04	6 to 10 years	197	42	16	33	3	0	10
05	11 to 20 years	224	70	10	10	5	1	9
06	21 years and over	295	81	9	1	7	1	5

**By Length of Time Living in Area**

01	Under 1 year	33	14	54	40	0	0	1
02	1 to 2 years	69	34	23	45	5	0	2
03	3 to 5 years	146	32	29	38	2	1	4
04	6 to 10 years	130	36	15	45	4	0	5
05	11 to 20 years	168	55	12	26	4	0	7
06	21 years and over	575	61	16	15	4	0	8

**Q. E03a - Which of the following fire safety measures do you have/do you take in your home?**

Results of this question weighted by household		Unweighted Count	Weighted Valid%
A	A planned escape route	577	40%
B	A fire extinguisher	295	21%
C	Turn off/Remove plugs at night	502	37%
D	A fire blanket	143	10%
E	A sprinkler system	1	0%
F	Fire doors	101	8%
G	None of the above	299	22%
H	None stated	89	8%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		2007	

	Unweighted Count	A	B	C	D	E	F	G	H
	N	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	40	21	37	10	0	8	22	8

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	42	22	40	11	0	9	20	8
02	Not satisfied	501	38	19	32	10	0	6	25	7

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	42	22	41	11	0	9	19	7
02	Not Satisfied	490	37	20	31	10	0	6	27	7

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	56	31	33	10	0	11	23	4
02	No	1257	40	20	37	10	0	8	22	8

**By Gender**

01	Male	656	42	25	36	10	0	6	24	5
02	Female	645	38	18	37	10	0	9	22	9

**By Age**

01	18 to 29	81	31	18	41	13	0	10	26	4
02	30 to 44	310	39	21	34	8	0	8	29	4
03	45 to 59	353	49	25	34	12	1	6	19	6
04	60 to 74	344	45	24	38	9	0	7	22	4
05	75 and over	183	29	12	43	6	0	9	16	18

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	48	21	37	12	1	10	19	8
02	No long-standing illness/disability	930	38	22	36	10	0	7	24	7

**By Ethnicity**

01	White	1269	40	21	37	10	0	8	23	6
02	Non-White	37	33	24	21	10	4	7	16	37

**By Employment Status**

01	Working	715	39	22	35	8	0	6	25	6
02	Retired	412	40	19	41	11	0	9	19	10
03	Otherwise not working	179	40	19	36	15	1	12	18	8

**Q. E03a - Which of the following fire safety measures do you have/do you take in your home? . . . Continued**

	<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	1357	40	21	37	10	0	8	22	8

**By Household Type**

01	Household with children	325	40	21	34	11	0	9	25	8
02	Household without children	1008	40	21	38	10	0	7	21	7

**By Housing Tenure**

01	Owned	979	42	22	34	9	0	5	23	8
02	Rented	321	34	16	43	12	1	13	20	6

**By Length of Time in Current Accommodation**

01	Under 1 year	118	29	20	38	12	0	14	21	10
02	1 to 2 years	143	35	13	38	11	1	9	25	7
03	3 to 5 years	227	41	22	33	10	0	9	27	6
04	6 to 10 years	221	44	23	33	9	0	9	20	7
05	11 to 20 years	257	49	24	34	12	0	5	20	9
06	21 years and over	364	39	20	44	8	0	2	22	6

**By Length of Time Living in Area**

01	Under 1 year	43	32	25	37	11	0	17	17	7
02	1 to 2 years	81	38	13	39	9	2	13	29	11
03	3 to 5 years	165	42	25	34	16	0	12	23	7
04	6 to 10 years	139	43	23	31	7	0	10	19	11
05	11 to 20 years	189	44	23	33	14	0	5	20	6
06	21 years and over	692	40	19	40	8	0	5	23	6

**Q. E03ba - Does your household take any of the following precautions?...Keep matches away from children**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	221	14%	-	-
YA	Yes Always	735	55%	735	97%
YS	Yes Sometimes	12	1%	12	2%
N	Never	6	1%	6	1%
	Question not asked	383	30%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>753</b>	<b>100%</b>

	Unweighted Count	YA	YS	N
	N	%	%	%
<b>By Overall Figures</b>	<b>753</b>	<b>97</b>	<b>2</b>	<b>1</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	445	98	2	0
02	Not satisfied	288	97	1	2

**By Satisfaction With Service Provided By FRA**

01	Satisfied	451	98	1	0
02	Not Satisfied	281	96	2	2

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	33	100	0	0
02	No	705	97	2	1

**By Gender**

01	Male	337	97	1	2
02	Female	386	98	2	0

**By Age**

01	18 to 29	45	100	0	0
02	30 to 44	234	97	2	2
03	45 to 59	202	97	2	1
04	60 to 74	172	98	2	0
05	75 and over	55	99	0	1

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	175	98	0	2
02	No long-standing illness/disability	546	97	2	1

Q. E03ba - Does your household take any of the following precautions?...Keep matches away from children. . . Continued

		Unweighted Count	YA	YS	N
		N	%	%	%
<b>By Overall Figures</b>		<b>753</b>	97	2	1

**By Ethnicity**

01	White	708	98	1	1
02	Non-White	18	97	3	0

**By Employment Status**

01	Working	446	98	1	1
02	Retired	167	99	0	1
03	Otherwise not working	114	95	5	1

**By Household Type**

01	Household with children	292	97	3	1
02	Household without children	449	98	1	1

**By Housing Tenure**

01	Owned	568	98	2	1
02	Rented	153	97	2	1

**By Length of Time in Current Accommodation**

01	Under 1 year	68	98	2	0
02	1 to 2 years	81	100	0	0
03	3 to 5 years	133	99	1	0
04	6 to 10 years	128	95	3	2
05	11 to 20 years	143	97	3	0
06	21 years and over	187	98	1	1

**By Length of Time Living in Area**

01	Under 1 year	21	96	4	0
02	1 to 2 years	45	100	0	0
03	3 to 5 years	86	99	0	1
04	6 to 10 years	81	99	1	0
05	11 to 20 years	104	98	2	0
06	21 years and over	387	97	2	1

**Q. E03bb - Does your household take any of the following precautions?...Use a fireguard**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	353	24%	-	-
YA	Yes Always	232	16%	232	63%
YS	Yes Sometimes	43	3%	43	11%
N	Never	83	7%	83	26%
	Question not asked	646	50%	-	-
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>358</b>	<b>100%</b>

	Unweighted Count	YA	YS	N
	N	%	%	%
<b>By Overall Figures</b>	<b>358</b>	<b>63</b>	<b>11</b>	<b>26</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	193	64	11	26
02	Not satisfied	155	62	12	26

**By Satisfaction With Service Provided By FRA**

01	Satisfied	195	64	10	26
02	Not Satisfied	153	62	12	25

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	16	57	12	31
02	No	334	63	11	26

**By Gender**

01	Male	184	64	10	26
02	Female	161	60	12	28

**By Age**

01	18 to 29	19	55	9	36
02	30 to 44	92	57	13	30
03	45 to 59	95	62	13	25
04	60 to 74	98	69	14	17
05	75 and over	34	67	0	33

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	89	67	10	23
02	No long-standing illness/disability	255	60	12	28

**Q. E03bb - Does your household take any of the following precautions?...Use a fireguard. . . Continued**

		<b>Unweighted Count</b>	<b>YA</b>	<b>YS</b>	<b>N</b>
		N	%	%	%
<b>By Overall Figures</b>		<b>358</b>	63	11	26

**By Ethnicity**

01	White	337	64	11	25
02	Non-White	11	46	0	54

**By Employment Status**

01	Working	211	63	12	25
02	Retired	93	61	10	29
03	Otherwise not working	41	60	5	35

**By Household Type**

01	Household with children	116	58	11	31
02	Household without children	232	66	11	23

**By Housing Tenure**

01	Owned	282	65	11	24
02	Rented	59	56	10	33

**By Length of Time in Current Accomodation**

01	Under 1 year	28	47	17	36
02	1 to 2 years	41	69	6	26
03	3 to 5 years	57	66	4	30
04	6 to 10 years	54	49	12	39
05	11 to 20 years	70	65	22	13
06	21 years and over	100	78	6	17

**By Length of Time Living in Area**

01	Under 1 year	11	26	22	52
02	1 to 2 years	26	66	13	20
03	3 to 5 years	44	69	4	26
04	6 to 10 years	36	50	17	33
05	11 to 20 years	51	51	19	30
06	21 years and over	175	71	7	22

**Q. E03bc - Does your household take any of the following precautions?...Close internal doors at night**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	165	12%	-	-
YA	Yes Always	537	39%	537	45%
YS	Yes Sometimes	406	31%	406	36%
N	Never	249	17%	249	20%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1192</b>	<b>100%</b>

		Unweighted Count	YA	YS	N
		N	%	%	%
<b>By Overall Figures</b>		<b>1192</b>	<b>45</b>	<b>36</b>	<b>20</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	701	50	36	14
02	Not satisfied	454	36	37	28

**By Satisfaction With Service Provided By FRA**

01	Satisfied	712	50	36	14
02	Not Satisfied	444	36	36	27

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	50	47	30	23
02	No	1120	44	36	20

**By Gender**

01	Male	584	43	38	19
02	Female	564	44	35	21

**By Age**

01	18 to 29	76	38	48	14
02	30 to 44	288	38	35	27
03	45 to 59	328	46	37	17
04	60 to 74	292	50	31	19
05	75 and over	139	48	31	21

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	301	50	34	16
02	No long-standing illness/disability	836	42	37	21

**By Ethnicity**

01	White	1121	43	37	20
02	Non-White	29	57	30	13

Q. E03bc - Does your household take any of the following precautions?...Close internal doors at night. . . Continued

		Unweighted Count	YA	YS	N
		N	%	%	%
<b>By Overall Figures</b>		<b>1192</b>	<b>45</b>	<b>36</b>	<b>20</b>

**By Employment Status**

01	Working	660	42	37	21
02	Retired	338	51	30	19
03	Otherwise not working	154	43	40	17

**By Household Type**

01	Household with children	304	41	40	19
02	Household without children	869	46	35	20

**By Housing Tenure**

01	Owned	873	45	35	20
02	Rented	268	43	39	18

**By Length of Time in Current Accomodation**

01	Under 1 year	106	48	36	15
02	1 to 2 years	128	30	46	25
03	3 to 5 years	203	45	33	23
04	6 to 10 years	189	39	37	24
05	11 to 20 years	226	44	39	16
06	21 years and over	318	54	30	16

**By Length of Time Living in Area**

01	Under 1 year	37	57	34	8
02	1 to 2 years	73	32	35	33
03	3 to 5 years	144	42	34	24
04	6 to 10 years	123	37	40	23
05	11 to 20 years	168	45	38	17
06	21 years and over	607	46	36	18

**Q. E04a - Is a chip pan (not an electric deep fat fryer) used in your household?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	57	4%	-	-
Yes	Yes	122	9%	122	9%
No	No	1178	87%	1178	91%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1300</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1300</b>	<b>9</b>	<b>91</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	766	11	89
02	Not satisfied	490	7	93

**By Satisfaction With Service Provided By FRA**

01	Satisfied	779	10	90
02	Not Satisfied	480	7	93

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	59	8	92
02	No	1206	9	91

**By Gender**

01	Male	628	10	90
02	Female	625	7	93

**By Age**

01	18 to 29	79	4	96
02	30 to 44	303	8	92
03	45 to 59	346	11	89
04	60 to 74	329	11	89
05	75 and over	167	8	92

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	335	8	92
02	No long-standing illness/disability	898	8	92

**By Ethnicity**

01	White	1219	8	92
02	Non-White	36	22	78

**Q. E04a - Is a chip pan (not an electric deep fat fryer) used in your household? . . . Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		N	%	%
<b>By Overall Figures</b>		<b>1300</b>	<b>9</b>	<b>91</b>

**By Employment Status**

01	Working	697	8	92
02	Retired	389	11	89
03	Otherwise not working	171	8	92

**By Household Type**

01	Household with children	317	10	90
02	Household without children	960	8	92

**By Housing Tenure**

01	Owned	942	8	92
02	Rented	303	11	89

**By Length of Time in Current Accommodation**

01	Under 1 year	115	4	96
02	1 to 2 years	139	7	93
03	3 to 5 years	221	8	92
04	6 to 10 years	211	6	94
05	11 to 20 years	248	14	86
06	21 years and over	343	12	88

**By Length of Time Living in Area**

01	Under 1 year	41	3	97
02	1 to 2 years	80	11	89
03	3 to 5 years	159	11	89
04	6 to 10 years	132	3	97
05	11 to 20 years	182	6	94
06	21 years and over	663	10	90

**Q. E04b - What would be the three main things you would do if your chip pan caught fire?**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
	<b>Other</b>	1	0%
A	Dial 999	60	42%
B	Use a damp cloth to cover it	130	82%
C	Use a powder extinguisher	5	3%
D	Use a carbon dioxide extinguisher	3	1%
E	Use water or a water extinguisher	1	4%
F	Use a fire blanket	26	17%
G	Move the pan or take it outside	34	22%
H	Raise fire alarm	12	6%
I	Leave the building	12	8%
J	Turn off the power to the pan	123	81%
Respondent Count Unweighted		153	
Total Number of Responses Unweighted		407	

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	153	0	42	82	3	1	4	17	22	6	8	81

**By Satisfaction With Way FRA Runs Things**

01 Satisfied	105	0	51	84	3	2	0	12	17	6	11	76
02 Not satisfied	40	1	24	77	2	0	15	26	35	5	1	93

**By Satisfaction With Service Provided By FRA**

01 Satisfied	104	0	51	85	2	2	0	13	18	7	12	79
02 Not Satisfied	41	1	27	73	2	0	14	24	34	4	1	87

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01 Yes	8	0	60	96	20	0	0	4	9	0	0	76
02 No	139	0	41	81	2	1	5	17	23	6	8	81

**By Gender**

01 Male	81	1	47	71	5	1	0	22	25	5	5	75
02 Female	62	0	36	93	0	1	10	12	17	7	13	89

**By Age**

01 18 to 29	4	0	34	74	0	0	40	26	26	0	0	100
02 30 to 44	28	0	67	68	0	0	0	16	13	6	16	85
03 45 to 59	41	0	32	82	5	0	0	19	31	5	10	92
04 60 to 74	45	0	47	95	2	5	0	15	17	9	8	71
05 75 and over	21	5	27	79	5	5	0	5	24	5	2	65

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	39	0	53	95	0	0	0	13	13	13	9	71
02 No long-standing illness/disability	100	0	41	76	3	2	6	20	26	4	9	88

**By Ethnicity**

01 White	133	0	43	85	3	2	5	13	19	6	7	78
02 Non-White	12	0	36	86	11	0	0	26	23	8	4	100

**By Employment Status**

01 Working	67	0	41	79	3	0	8	21	23	6	9	90
02 Retired	57	1	36	89	6	5	0	10	16	9	4	62
03 Otherwise not working	22	0	50	85	0	0	0	18	29	0	3	82

**Q. E04b - What would be the three main things you would do if your chip pan caught fire? . . . Continued**

	<b>Unweighted Count</b>	<b>Oth</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	153	0	42	82	3	1	4	17	22	6	8	81

**By Household Type**

01	Household with children	35	0	47	89	0	0	14	12	22	5	6	93
02	Household without children	114	1	37	80	5	2	0	20	24	7	7	74

**By Housing Tenure**

01	Owned	103	1	31	88	4	2	7	14	23	9	6	81
02	Rented	44	0	62	75	0	0	0	21	24	0	7	80

**By Length of Time in Current Accomodation**

01	Under 1 year	6	0	14	27	0	0	0	59	100	0	0	85
02	1 to 2 years	11	0	33	96	0	0	0	0	7	0	17	53
03	3 to 5 years	22	0	65	88	0	0	0	8	21	4	9	95
04	6 to 10 years	19	0	47	94	10	0	0	12	11	4	0	86
05	11 to 20 years	38	0	32	77	2	1	17	29	19	5	6	91
06	21 years and over	52	1	43	88	1	4	0	9	24	12	7	70

**By Length of Time Living in Area**

01	Under 1 year	3	0	0	72	0	0	0	28	100	0	0	49
02	1 to 2 years	7	0	40	87	0	0	0	0	18	0	0	44
03	3 to 5 years	19	0	48	71	0	0	0	27	36	0	4	94
04	6 to 10 years	11	0	25	100	5	0	0	9	30	9	0	82
05	11 to 20 years	17	0	39	69	6	4	0	17	40	10	0	89
06	21 years and over	86	1	47	84	1	2	0	18	17	8	12	79

**Q. E05 - Have you had a Home Fire Safety Check from your FRS, perhaps in partnership with another agency, in your current home?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	32	2%	-	-
DK	Don't Know	147	15%	-	-
A	Within the last 12 months	51	4%	51	5%
B	Within the last 3 years	54	3%	54	4%
C	Within the last 5 years	14	1%	14	1%
D	More than 5 years ago	38	2%	38	3%
E	Never	1021	72%	1021	87%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1178</b>	<b>100%</b>

	Unweighted Count	A	B	C	D	E
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1178</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>87</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	698	7	6	1	3	83
02	Not satisfied	438	2	2	1	2	94

**By Satisfaction With Service Provided By FRA**

01	Satisfied	711	7	5	1	3	84
02	Not Satisfied	427	2	2	1	2	94

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	53	19	6	0	0	75
02	No	1097	4	4	1	3	88

**By Gender**

01	Male	575	5	4	1	3	88
02	Female	555	4	3	1	2	89

**By Age**

01	18 to 29	57	4	0	1	1	94
02	30 to 44	275	1	2	0	0	96
03	45 to 59	323	4	3	1	4	88
04	60 to 74	307	3	4	1	3	88
05	75 and over	143	11	10	2	7	70

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	305	9	4	2	3	82
02	No long-standing illness/disability	812	3	3	1	3	91

**Q. E05 - Have you had a Home Fire Safety Check from your FRS, perhaps in partnership with another agency, in your current home? . . . Continued**

	Unweighted Count	A	B	C	D	E
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1178</b>	<b>5</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>87</b>

**By Ethnicity**

01	White	1112	4	4	1	3	89
02	Non-White	25	21	0	3	0	75

**By Employment Status**

01	Working	644	3	2	1	2	91
02	Retired	349	7	7	2	4	80
03	Otherwise not working	145	4	3	0	2	91

**By Household Type**

01	Household with children	293	2	2	1	2	94
02	Household without children	866	6	5	1	3	85

**By Housing Tenure**

01	Owned	906	3	4	0	3	90
02	Rented	223	9	4	3	3	81

**By Length of Time in Current Accommodation**

01	Under 1 year	74	10	0	1	0	88
02	1 to 2 years	113	7	3	1	1	87
03	3 to 5 years	203	6	2	1	1	89
04	6 to 10 years	203	4	3	1	2	89
05	11 to 20 years	235	2	5	1	3	89
06	21 years and over	330	3	7	0	6	84

**By Length of Time Living in Area**

01	Under 1 year	23	12	0	0	0	88
02	1 to 2 years	58	8	2	2	2	87
03	3 to 5 years	141	10	4	1	1	83
04	6 to 10 years	124	3	4	2	1	90
05	11 to 20 years	174	3	2	1	3	91
06	21 years and over	616	3	5	0	4	88

**Q. E06a - In the past 12 months, has any action been taken to improve fire safety in your home (e.g. installed smoke alarms, taken greater care with matches, used an electric deep fat fryer rather than a chip pan)?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	120	8%	-	-
Yes	Yes	310	25%	310	27%
No	No	927	67%	927	73%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1237</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1237</b>	<b>27</b>	<b>73</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	730	31	69
02	Not satisfied	472	22	78

**By Satisfaction With Service Provided By FRA**

01	Satisfied	741	31	69
02	Not Satisfied	466	22	78

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	57	32	68
02	No	1151	27	73

**By Gender**

01	Male	615	26	74
02	Female	598	28	72

**By Age**

01	18 to 29	80	44	56
02	30 to 44	305	22	78
03	45 to 59	341	24	76
04	60 to 74	317	24	76
05	75 and over	145	27	73

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	317	34	66
02	No long-standing illness/disability	884	25	75

**By Ethnicity**

01	White	1179	27	73
02	Non-White	36	20	80

**Q. E06a - In the past 12 months, has any action been taken to improve fire safety in your home (e.g. installed smoke alarms, taken greater care with matches, used an electric deep fat fryer rather than a chip pan)? . . . Continued**

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		N	%	%
<b>By Overall Figures</b>		<b>1237</b>	<b>27</b>	<b>73</b>

**By Employment Status**

01	Working	698	23	77
02	Retired	347	26	74
03	Otherwise not working	169	43	57

**By Household Type**

01	Household with children	318	30	70
02	Household without children	901	26	74

**By Housing Tenure**

01	Owned	901	22	78
02	Rented	287	39	61

**By Length of Time in Current Accommodation**

01	Under 1 year	108	43	57
02	1 to 2 years	136	29	71
03	3 to 5 years	212	24	76
04	6 to 10 years	204	18	82
05	11 to 20 years	238	26	74
06	21 years and over	319	24	76

**By Length of Time Living in Area**

01	Under 1 year	39	33	67
02	1 to 2 years	76	31	69
03	3 to 5 years	152	29	71
04	6 to 10 years	128	23	77
05	11 to 20 years	179	25	75
06	21 years and over	621	26	74

**Q. E06b - Which of the following actions, if any, have been taken to improve fire safety in your home?**

Results of this question weighted by household		Unweighted Count	Weighted Valid%
	<b>Other</b>	17	4%
A	Installed smoke alarm(s)	201	56%
B	Installed fire extinguisher(s)	50	16%
C	Installed fire blanket(s)	31	12%
D	Stopped using chip pan	103	26%
E	Turn off/Remove plugs at night	127	41%
F	Made an escape plan	94	27%
G	Close internal doors at night	124	38%
H	Taken greater care with matches	77	24%
I	Taken greater care with candles	109	35%
J	Stopped smoking in the house	75	25%
Respondent Count Unweighted		337	
Total Number of Responses Unweighted		1008	

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I	J
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	337	4	56	16	12	26	41	27	38	24	35	25

**By Satisfaction With Way FRA Runs Things**

01 Satisfied	228	4	54	14	11	30	44	27	40	25	36	26
02 Not satisfied	94	4	57	20	15	18	33	25	33	21	33	24

**By Satisfaction With Service Provided By FRA**

01 Satisfied	231	3	53	15	11	29	46	26	39	23	37	25
02 Not Satisfied	91	6	59	17	15	19	29	27	35	24	32	25

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01 Yes	22	8	76	12	10	22	25	24	27	15	28	19
02 No	300	4	54	16	12	27	42	27	39	24	36	25

**By Gender**

01 Male	169	6	59	20	9	24	40	28	33	17	28	19
02 Female	159	2	53	11	12	28	41	24	40	28	41	30

**By Age**

01 18 to 29	29	0	44	5	16	2	45	15	34	17	40	33
02 30 to 44	71	5	62	17	12	22	32	35	33	29	43	18
03 45 to 59	81	7	51	25	8	35	34	27	36	23	26	20
04 60 to 74	85	5	56	14	7	41	38	27	41	22	39	28
05 75 and over	51	1	65	6	3	32	51	17	38	15	16	23

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	102	4	52	18	12	38	41	29	43	20	34	24
02 No long-standing illness/disability	218	4	57	14	11	22	39	24	35	25	37	26

**By Ethnicity**

01 White	324	4	55	13	10	27	39	25	36	24	36	26
02 Non-White	6	0	32	60	28	12	71	38	58	46	18	10

**Q. E06b - Which of the following actions, if any, have been taken to improve fire safety in your home? . . . Continued**

	<b>Unweighted Count</b>	<b>Oth</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>	<b>H</b>	<b>I</b>	<b>J</b>
	N	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	337	4	56	16	12	26	41	27	38	24	35	25

**By Employment Status**

01 Working	150	5	60	18	12	21	37	30	36	25	36	22
02 Retired	113	4	61	14	11	40	44	23	42	20	30	30
03 Otherwise not working	66	1	42	11	10	24	45	22	35	22	38	27

**By Household Type**

01 Household with children	82	5	43	12	6	16	38	26	33	32	48	28
02 Household without children	247	4	61	16	13	31	42	26	40	19	30	24

**By Housing Tenure**

01 Owned	220	5	63	17	6	28	37	27	33	25	34	21
02 Rented	102	2	45	9	17	20	45	23	43	18	34	26

**By Length of Time in Current Accommodation**

01 Under 1 year	41	1	65	13	16	8	40	23	34	13	31	31
02 1 to 2 years	37	0	45	16	21	22	45	18	35	22	35	29
03 3 to 5 years	52	8	44	21	13	33	34	35	38	33	49	31
04 6 to 10 years	42	0	50	13	7	30	33	33	43	23	31	14
05 11 to 20 years	60	11	57	15	6	28	39	26	33	29	37	13
06 21 years and over	97	3	67	13	6	41	45	25	39	24	33	30

**By Length of Time Living in Area**

01 Under 1 year	8	3	36	0	0	3	23	9	0	0	46	11
02 1 to 2 years	20	0	58	7	14	12	52	19	22	30	34	33
03 3 to 5 years	40	5	56	24	29	20	36	29	33	16	30	23
04 6 to 10 years	37	2	49	20	12	25	28	24	32	18	27	21
05 11 to 20 years	45	10	47	13	5	29	40	29	37	22	32	13
06 21 years and over	173	3	62	15	8	35	45	30	46	27	37	32

**Q. E06c - If additional fire safety measures have not been implemented in your home, what are the main reasons why not?**

Results of this question weighted by household		Unweighted Count	Weighted Valid%
A	Current safety measures are sufficient	506	55%
B	Cost	47	7%
C	Not enough time	28	4%
D	Prevented from taking action by landlord restrictions	13	3%
E	Do not feel at risk from fire	265	31%
F	Do not know what to do	105	13%
G	Other	47	5%
Respondent Count Unweighted		874	
Total Number of Responses Unweighted		1011	

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	874	55	7	4	3	31	13	5

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	480	56	6	3	3	30	12	5
02	Not satisfied	366	53	8	5	3	32	13	6

**By Satisfaction With Service Provided By FRA**

01	Satisfied	490	56	5	3	3	30	12	5
02	Not Satisfied	360	53	8	5	3	31	14	6

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	33	69	9	6	0	26	11	0
02	No	823	54	7	4	3	31	13	5

**By Gender**

01	Male	433	58	5	4	2	33	11	4
02	Female	420	53	7	4	3	29	14	6

**By Age**

01	18 to 29	46	50	9	6	12	25	21	3
02	30 to 44	226	53	6	5	3	33	12	4
03	45 to 59	248	58	3	4	1	27	9	8
04	60 to 74	229	61	6	2	1	36	14	4
05	75 and over	93	55	5	2	0	37	8	7

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	208	51	7	2	4	31	14	7
02	No long-standing illness/disability	647	56	6	4	2	31	12	4

**By Ethnicity**

01	White	830	57	6	3	2	31	12	5
02	Non-White	28	28	27	9	0	26	21	8

**Q. E06c - If additional fire safety measures have not been implemented in your home, what are the main reasons why not?**  
 .. Continued

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	874	55	7	4	3	31	13	5

**By Employment Status**

01	Working	517	54	6	4	3	29	12	5
02	Retired	244	59	6	2	1	36	13	5
03	Otherwise not working	100	55	7	3	5	31	14	7

**By Household Type**

01	Household with children	221	58	10	5	2	23	12	3
02	Household without children	642	54	5	3	3	33	13	6

**By Housing Tenure**

01	Owned	671	58	6	4	0	29	12	4
02	Rented	175	46	7	3	11	33	14	8

**By Length of Time in Current Accommodation**

01	Under 1 year	65	42	14	6	13	22	14	9
02	1 to 2 years	89	50	5	5	5	39	13	2
03	3 to 5 years	152	55	6	4	1	37	10	3
04	6 to 10 years	162	61	5	2	2	21	15	2
05	11 to 20 years	175	62	5	2	0	26	10	7
06	21 years and over	222	55	6	4	0	37	14	7

**By Length of Time Living in Area**

01	Under 1 year	31	53	4	0	15	20	11	13
02	1 to 2 years	52	46	4	10	7	42	16	7
03	3 to 5 years	107	56	8	6	1	37	9	3
04	6 to 10 years	91	54	12	2	3	28	11	2
05	11 to 20 years	127	56	4	2	5	23	12	7
06	21 years and over	438	57	6	3	0	31	15	5

**Q. F01a - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... Women**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Full-time Firefighter	131	8%
B	Part-time Firefighter	59	4%
C	Control Room Staff	30	2%
D	Support/Admin Staff	31	2%
E	Senior Management	32	2%
F	All jobs are suitable	905	71%
G	None stated	296	18%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		1484	

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	8	4	2	2	2	71	18

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	9	4	2	3	3	66	23
02	Not satisfied	501	7	5	1	2	2	80	11

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	9	4	2	2	2	67	22
02	Not Satisfied	490	8	5	2	2	2	79	11

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	6	0	2	3	0	69	22
02	No	1257	8	4	2	2	2	73	17

**By Gender**

01	Male	656	10	5	2	2	2	71	17
02	Female	645	7	4	2	2	3	76	15

**By Age**

01	18 to 29	81	5	4	0	0	2	85	10
02	30 to 44	310	8	3	2	2	2	81	9
03	45 to 59	353	6	4	1	2	1	82	11
04	60 to 74	344	14	6	5	4	4	56	27
05	75 and over	183	12	4	3	3	3	36	48

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	12	6	2	2	4	67	19
02	No long-standing illness/disability	930	8	4	2	2	2	76	14

**By Ethnicity**

01	White	1269	8	4	2	2	2	74	16
02	Non-White	37	14	1	2	2	2	63	21

**Q. F01a - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... Women. . .**  
Continued

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	8	4	2	2	2	71	18

**By Employment Status**

01	Working	715	6	3	2	1	1	83	11
02	Retired	412	13	5	3	4	3	47	37
03	Otherwise not working	179	15	9	3	3	5	70	13

**By Household Type**

01	Household with children	325	7	3	1	1	1	84	9
02	Household without children	1008	9	5	2	2	3	67	22

**By Housing Tenure**

01	Owned	979	8	4	2	2	2	74	17
02	Rented	321	9	5	2	2	2	68	21

**By Length of Time in Current Accommodation**

01	Under 1 year	118	8	4	0	0	0	78	15
02	1 to 2 years	143	4	2	1	2	0	76	18
03	3 to 5 years	227	7	4	3	3	2	79	11
04	6 to 10 years	221	11	5	2	2	3	74	15
05	11 to 20 years	257	7	4	2	3	3	75	15
06	21 years and over	364	10	4	3	2	1	56	31

**By Length of Time Living in Area**

01	Under 1 year	43	12	8	0	0	0	67	21
02	1 to 2 years	81	7	2	2	2	1	76	15
03	3 to 5 years	165	4	3	3	3	2	82	11
04	6 to 10 years	139	10	1	1	1	1	78	11
05	11 to 20 years	189	9	6	3	4	3	70	19
06	21 years and over	692	8	4	2	2	2	69	21

**Q. F01b - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... Men**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Full-time Firefighter	48	3%
B	Part-time Firefighter	18	1%
C	Control Room Staff	17	1%
D	Support/Admin Staff	13	1%
E	Senior Management	14	1%
F	All jobs are suitable	961	76%
G	None stated	341	21%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		1412	

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	3	1	1	1	1	76	21

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	5	2	2	1	1	70	25
02	Not satisfied	501	1	1	0	0	0	86	13

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	4	1	1	1	1	71	25
02	Not Satisfied	490	2	1	0	0	0	85	13

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	3	2	2	0	0	73	23
02	No	1257	3	1	1	1	1	76	20

**By Gender**

01	Male	656	4	1	1	1	1	77	19
02	Female	645	2	1	1	1	1	80	18

**By Age**

01	18 to 29	81	0	0	0	0	0	88	12
02	30 to 44	310	3	0	0	0	0	89	8
03	45 to 59	353	3	1	1	1	1	84	13
04	60 to 74	344	6	3	4	2	2	62	32
05	75 and over	183	5	2	2	2	2	40	53

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	4	2	1	1	1	72	23
02	No long-standing illness/disability	930	3	1	1	1	1	81	16

**By Ethnicity**

01	White	1269	3	1	1	1	1	78	19
02	Non-White	37	5	2	2	2	2	81	14

**Q. F01b - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... Men. . .**  
Continued

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	3	1	1	1	1	76	21

**By Employment Status**

01	Working	715	2	1	1	1	1	87	11
02	Retired	412	5	2	2	2	2	51	42
03	Otherwise not working	179	5	1	1	1	1	75	20

**By Household Type**

01	Household with children	325	2	1	1	1	1	88	10
02	Household without children	1008	4	1	1	1	1	72	24

**By Housing Tenure**

01	Owned	979	3	1	1	1	1	77	20
02	Rented	321	4	1	1	1	1	74	21

**By Length of Time in Current Accommodation**

01	Under 1 year	118	1	0	0	0	0	80	18
02	1 to 2 years	143	1	0	0	0	0	84	15
03	3 to 5 years	227	4	2	2	1	1	81	14
04	6 to 10 years	221	4	1	1	1	1	77	18
05	11 to 20 years	257	3	1	1	1	1	79	17
06	21 years and over	364	4	1	1	0	1	61	34

**By Length of Time Living in Area**

01	Under 1 year	43	1	0	0	0	0	70	29
02	1 to 2 years	81	1	0	1	1	1	82	16
03	3 to 5 years	165	3	2	2	1	1	85	12
04	6 to 10 years	139	2	0	0	0	0	82	16
05	11 to 20 years	189	3	2	2	2	2	77	19
06	21 years and over	692	4	1	1	1	1	73	23

**Q. F01c - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... People from a minority ethnic group**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Full-time Firefighter	39	2%
B	Part-time Firefighter	20	1%
C	Control Room Staff	36	3%
D	Support/Admin Staff	23	2%
E	Senior Management	27	2%
F	All jobs are suitable	916	73%
G	None stated	364	23%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		1425	

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	2	1	3	2	2	73	23

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	3	1	3	2	2	66	27
02	Not satisfied	501	1	1	2	1	1	83	15

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	3	1	3	2	2	67	27
02	Not Satisfied	490	1	1	2	1	1	82	15

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	1	0	5	0	1	71	22
02	No	1257	2	1	2	2	2	74	22

**By Gender**

01	Male	656	3	1	2	2	2	73	23
02	Female	645	1	1	3	2	2	77	19

**By Age**

01	18 to 29	81	1	1	4	4	4	84	12
02	30 to 44	310	1	0	1	1	1	86	12
03	45 to 59	353	1	1	2	1	1	81	16
04	60 to 74	344	6	3	4	2	3	57	34
05	75 and over	183	3	2	6	3	2	35	55

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	3	2	5	4	3	66	25
02	No long-standing illness/disability	930	2	1	2	1	1	78	18

**By Ethnicity**

01	White	1269	2	1	3	2	2	74	21
02	Non-White	37	3	2	2	2	2	75	23

**Q. F01c - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... People from a minority ethnic group. . . Continued**

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	2	1	3	2	2	73	23

**By Employment Status**

01	Working	715	1	0	1	1	1	84	13
02	Retired	412	6	2	4	2	3	46	44
03	Otherwise not working	179	3	3	5	6	5	70	22

**By Household Type**

01	Household with children	325	2	1	2	1	1	85	12
02	Household without children	1008	2	1	3	2	2	67	27

**By Housing Tenure**

01	Owned	979	2	1	2	1	1	75	21
02	Rented	321	3	1	5	3	3	67	26

**By Length of Time in Current Accommodation**

01	Under 1 year	118	1	0	1	1	1	79	20
02	1 to 2 years	143	2	2	3	2	1	77	19
03	3 to 5 years	227	3	1	2	2	2	82	13
04	6 to 10 years	221	3	1	2	1	1	75	20
05	11 to 20 years	257	2	1	3	1	1	74	22
06	21 years and over	364	2	2	3	1	2	57	38

**By Length of Time Living in Area**

01	Under 1 year	43	1	0	0	0	0	70	29
02	1 to 2 years	81	3	4	6	6	5	76	15
03	3 to 5 years	165	1	1	2	2	2	84	13
04	6 to 10 years	139	2	0	1	1	0	81	16
05	11 to 20 years	189	2	2	3	2	2	71	24
06	21 years and over	692	3	1	2	1	1	69	26

**Q. F01d - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... People with a disability**

Results of this question weighted by person		Unweighted Count	Weighted Valid%
A	Full-time Firefighter	606	45%
B	Part-time Firefighter	481	37%
C	Control Room Staff	204	15%
D	Support/Admin Staff	192	14%
E	Senior Management	139	10%
F	All jobs are suitable	223	18%
G	None stated	298	20%
Respondent Count Unweighted		1357	
Total Number of Responses Unweighted		2143	

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	45	37	15	14	10	18	20

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	808	43	33	16	15	11	15	23
02	Not satisfied	501	48	42	14	12	10	23	14

**By Satisfaction With Service Provided By FRA**

01	Satisfied	821	44	34	15	15	11	14	23
02	Not Satisfied	490	46	40	14	13	11	24	14

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	36	31	25	19	21	19	20
02	No	1257	46	38	15	14	10	18	19

**By Gender**

01	Male	656	50	39	14	15	10	16	18
02	Female	645	44	37	16	14	11	21	18

**By Age**

01	18 to 29	81	41	38	14	20	15	24	13
02	30 to 44	310	46	39	14	10	9	28	15
03	45 to 59	353	52	44	16	15	13	17	13
04	60 to 74	344	50	38	15	17	10	9	22
05	75 and over	183	32	22	13	12	5	5	46

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	51	37	16	17	11	8	18
02	No long-standing illness/disability	930	45	39	15	14	11	22	17

**By Ethnicity**

01	White	1269	47	38	14	14	11	19	18
02	Non-White	37	36	26	30	14	12	9	20

**Q. F01d - In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for... People with a disability. . . Continued**

	Unweighted Count	A	B	C	D	E	F	G
	N	%	%	%	%	%	%	%
<b>By Overall Figures</b>	1357	45	37	15	14	10	18	20

**By Employment Status**

01	Working	715	47	40	15	15	11	23	14
02	Retired	412	42	28	14	13	9	7	32
03	Otherwise not working	179	50	40	14	14	12	15	15

**By Household Type**

01	Household with children	325	42	35	14	15	13	25	16
02	Household without children	1008	47	38	15	14	10	15	21

**By Housing Tenure**

01	Owned	979	49	41	13	12	9	18	19
02	Rented	321	35	29	18	19	15	19	21

**By Length of Time in Current Accommodation**

01	Under 1 year	118	41	34	16	19	13	17	14
02	1 to 2 years	143	35	34	16	15	13	28	19
03	3 to 5 years	227	47	39	15	11	12	21	16
04	6 to 10 years	221	49	38	14	15	9	19	17
05	11 to 20 years	257	51	41	15	14	11	16	19
06	21 years and over	364	45	34	13	13	7	11	29

**By Length of Time Living in Area**

01	Under 1 year	43	50	43	16	17	17	11	17
02	1 to 2 years	81	38	37	25	23	21	24	15
03	3 to 5 years	165	40	32	18	15	11	24	15
04	6 to 10 years	139	41	32	14	9	6	29	15
05	11 to 20 years	189	53	44	10	8	9	16	21
06	21 years and over	692	45	35	14	15	10	15	22

**Q. F02 - Have you ever considered a career in the FRS?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	93	6%	-	-
Yes	Yes	288	21%	288	22%
No	No	976	74%	976	78%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1264</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1264</b>	<b>22</b>	<b>78</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	748	25	75
02	Not satisfied	478	17	83

**By Satisfaction With Service Provided By FRA**

01	Satisfied	755	25	75
02	Not Satisfied	471	17	83

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	56	45	55
02	No	1178	21	79

**By Gender**

01	Male	624	28	72
02	Female	613	16	84

**By Age**

01	18 to 29	80	24	76
02	30 to 44	307	20	80
03	45 to 59	344	21	79
04	60 to 74	317	24	76
05	75 and over	160	24	76

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	324	22	78
02	No long-standing illness/disability	898	21	79

**By Ethnicity**

01	White	1204	23	77
02	Non-White	35	6	94

Q. F02 - Have you ever considered a career in the FRS? . . . Continued

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1264</b>	<b>22</b>	<b>78</b>

**By Employment Status**

01	Working	697	22	78
02	Retired	368	24	76
03	Otherwise not working	174	20	80

**By Household Type**

01	Household with children	320	22	78
02	Household without children	923	22	78

**By Housing Tenure**

01	Owned	922	23	77
02	Rented	292	20	80

**By Length of Time in Current Accommodation**

01	Under 1 year	110	13	87
02	1 to 2 years	134	26	74
03	3 to 5 years	215	22	78
04	6 to 10 years	208	24	76
05	11 to 20 years	241	20	80
06	21 years and over	333	24	76

**By Length of Time Living in Area**

01	Under 1 year	38	13	87
02	1 to 2 years	75	23	77
03	3 to 5 years	152	17	83
04	6 to 10 years	131	15	85
05	11 to 20 years	179	18	82
06	21 years and over	646	26	74

**Q. F03 - The FRS works with the community to increase community involvement in fire safety. Would you consider being involved in such voluntary (non-emergency) projects?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	113	7%	-	-
YD	Yes, definitely	40	4%	40	4%
YP	Yes, possibly	209	21%	209	22%
No	No	995	69%	995	74%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1244</b>	<b>100%</b>

		Unweighted Count	YD	YP	No
		N	%	%	%
<b>By Overall Figures</b>		<b>1244</b>	<b>4</b>	<b>22</b>	<b>74</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	735	5	23	72
02	Not satisfied	471	2	21	77

**By Satisfaction With Service Provided By FRA**

01	Satisfied	742	5	23	72
02	Not Satisfied	467	3	21	77

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	53	0	38	62
02	No	1162	4	21	75

**By Gender**

01	Male	612	5	24	71
02	Female	605	4	21	76

**By Age**

01	18 to 29	78	3	46	51
02	30 to 44	305	4	24	72
03	45 to 59	344	3	18	79
04	60 to 74	314	2	12	86
05	75 and over	149	2	3	95

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	320	7	19	75
02	No long-standing illness/disability	887	3	24	73

**By Ethnicity**

01	White	1185	4	21	75
02	Non-White	36	6	36	58

**Q. F03 - The FRS works with the community to increase community involvement in fire safety. Would you consider being involved in such voluntary (non-emergency) projects? . . . Continued**

	Unweighted Count	YD	YP	No
	N	%	%	%
<b>By Overall Figures</b>	<b>1244</b>	<b>4</b>	<b>22</b>	<b>74</b>

**By Employment Status**

01	Working	695	4	27	69
02	Retired	357	6	7	87
03	Otherwise not working	170	2	22	76

**By Household Type**

01	Household with children	314	7	28	65
02	Household without children	909	3	19	78

**By Housing Tenure**

01	Owned	906	3	21	76
02	Rented	287	4	26	70

**By Length of Time in Current Accomodation**

01	Under 1 year	108	3	34	64
02	1 to 2 years	129	1	32	67
03	3 to 5 years	212	9	19	72
04	6 to 10 years	210	7	23	70
05	11 to 20 years	242	2	19	79
06	21 years and over	320	2	11	87

**By Length of Time Living in Area**

01	Under 1 year	39	6	26	67
02	1 to 2 years	72	0	30	70
03	3 to 5 years	150	9	24	67
04	6 to 10 years	132	2	24	74
05	11 to 20 years	178	1	24	76
06	21 years and over	628	4	18	78

**Q. G01 - Are you...?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	56	4%	-	-
M	Male	656	44%	656	46%
F	Female	645	52%	645	54%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1301</b>	<b>100%</b>

		Unweighted Count	M	F
		N	%	%
<b>By Overall Figures</b>		<b>1301</b>	<b>46</b>	<b>54</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	775	48	52
02	Not satisfied	480	45	55

**By Satisfaction With Service Provided By FRA**

01	Satisfied	786	46	54
02	Not Satisfied	472	46	54

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	61	39
02	No	1203	45	55

**By Gender**

01	Male	656	100	0
02	Female	645	0	100

**By Age**

01	18 to 29	81	36	64
02	30 to 44	310	47	53
03	45 to 59	352	51	49
04	60 to 74	341	52	48
05	75 and over	180	46	54

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	340	47	53
02	No long-standing illness/disability	924	46	54

**By Ethnicity**

01	White	1250	46	54
02	Non-White	35	39	61

**Q. G01 - Are you...? . . . Continued**

		<b>Unweighted Count</b>	<b>M</b>	<b>F</b>
		<b>N</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>1301</b>	<b>46</b>	<b>54</b>

**By Employment Status**

01	Working	710	51	49
02	Retired	401	48	52
03	Otherwise not working	175	24	76

**By Household Type**

01	Household with children	323	42	58
02	Household without children	965	47	53

**By Housing Tenure**

01	Owned	948	47	53
02	Rented	307	43	57

**By Length of Time in Current Accomodation**

01	Under 1 year	114	39	61
02	1 to 2 years	137	44	56
03	3 to 5 years	218	50	50
04	6 to 10 years	215	49	51
05	11 to 20 years	252	48	52
06	21 years and over	350	45	55

**By Length of Time Living in Area**

01	Under 1 year	41	32	68
02	1 to 2 years	76	43	57
03	3 to 5 years	157	48	52
04	6 to 10 years	137	51	49
05	11 to 20 years	185	42	58
06	21 years and over	669	47	53

## Q. G02 - Age group

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	86	8%	-	-
18-24	18 to 24	28	10%	28	11%
25-29	25 to 29	53	6%	53	6%
30-44	30 to 44	310	26%	310	28%
45-59	45 to 59	353	26%	353	28%
60-74	60 to 74	344	16%	344	18%
75+	75 and over	183	8%	183	8%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1271</b>	<b>100%</b>

		Unweighted Count	18-24	25-29	30-44	45-59	60-74	75+
		N	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1271</b>	11	6	28	28	18	8

### By Satisfaction With Way FRA Runs Things

01	Satisfied	761	11	5	24	27	22	11
02	Not satisfied	467	12	9	34	30	12	3

### By Satisfaction With Service Provided By FRA

01	Satisfied	771	11	5	24	28	22	11
02	Not Satisfied	460	12	9	34	29	12	4

### By Whether Respondent or Member of Family Have Used FRS in Past 12 Months

01	Yes	60	11	4	30	25	19	10
02	No	1176	11	6	28	29	18	8

### By Gender

01	Male	642	7	6	28	31	19	8
02	Female	622	15	7	28	26	16	8

### By Age

01	18 to 29	81	64	36	0	0	0	0
02	30 to 44	310	0	0	100	0	0	0
03	45 to 59	353	0	0	0	100	0	0
04	60 to 74	344	0	0	0	0	100	0
05	75 and over	183	0	0	0	0	0	100

### By Long-standing Illness/Disability

01	Long-standing illness/disability	338	10	3	12	29	29	18
02	No long-standing illness/disability	899	12	8	34	29	14	4

Q. G02 - Age group. . . Continued

		Unweighted Count	18-24	25-29	30-44	45-59	60-74	75+
		N	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1271</b>	11	6	28	28	18	8

**By Ethnicity**

01	White	1225	11	7	28	28	18	9
02	Non-White	31	0	1	40	46	12	0

**By Employment Status**

01	Working	693	12	9	36	34	8	0
02	Retired	393	0	0	0	6	56	37
03	Otherwise not working	171	21	3	30	31	10	5

**By Household Type**

01	Household with children	313	12	3	58	27	0	0
02	Household without children	947	11	8	14	29	26	12

**By Housing Tenure**

01	Owned	930	4	4	30	34	20	8
02	Rented	299	30	11	23	16	11	9

**By Length of Time in Current Accommodation**

01	Under 1 year	111	44	14	21	14	5	1
02	1 to 2 years	133	19	13	42	14	8	3
03	3 to 5 years	213	0	13	48	20	14	5
04	6 to 10 years	214	6	3	43	30	11	5
05	11 to 20 years	249	6	0	17	51	16	9
06	21 years and over	339	0	0	4	34	43	20

**By Length of Time Living in Area**

01	Under 1 year	39	52	11	19	10	6	2
02	1 to 2 years	72	9	24	41	12	11	2
03	3 to 5 years	156	19	11	36	17	13	5
04	6 to 10 years	134	0	10	53	23	9	5
05	11 to 20 years	182	7	2	31	42	11	6
06	21 years and over	655	7	3	18	33	26	12

**Q. G03a - Do you have any long-standing illness, disability or infirmity?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	74	5%	-	-
Yes	Yes	353	23%	353	24%
No	No	930	72%	930	76%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1283</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1283</b>	24	76

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	762	29	71
02	Not satisfied	476	17	83

**By Satisfaction With Service Provided By FRA**

01	Satisfied	773	29	71
02	Not Satisfied	470	18	82

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	56	21	79
02	No	1191	24	76

**By Gender**

01	Male	638	23	77
02	Female	628	23	77

**By Age**

01	18 to 29	81	16	84
02	30 to 44	309	10	90
03	45 to 59	350	23	77
04	60 to 74	334	39	61
05	75 and over	166	55	45

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	350	100	0
02	No long-standing illness/disability	930	0	100

**By Ethnicity**

01	White	1234	24	76
02	Non-White	34	18	82

Q. G03a - Do you have any long-standing illness, disability or infirmity?. . . Continued

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>1283</b>	<b>24</b>	<b>76</b>

**By Employment Status**

01	Working	709	13	87
02	Retired	387	48	52
03	Otherwise not working	174	38	62

**By Household Type**

01	Household with children	324	13	87
02	Household without children	946	29	71

**By Housing Tenure**

01	Owned	934	20	80
02	Rented	306	30	70

**By Length of Time in Current Accommodation**

01	Under 1 year	114	13	87
02	1 to 2 years	133	23	77
03	3 to 5 years	215	25	75
04	6 to 10 years	216	21	79
05	11 to 20 years	250	23	77
06	21 years and over	343	32	68

**By Length of Time Living in Area**

01	Under 1 year	41	11	89
02	1 to 2 years	74	20	80
03	3 to 5 years	154	24	76
04	6 to 10 years	136	17	83
05	11 to 20 years	183	20	80
06	21 years and over	660	29	71

**Q. G03b - Does this illness or disability (Do any of these illnesses or disabilities) limit your activities in any way?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	5	0%	-	-
Yes	Yes	246	15%	246	67%
No	No	102	7%	102	33%
	Question not asked	1004	77%	-	-
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>348</b>	<b>100%</b>

		Unweighted Count	Yes	No
		N	%	%
<b>By Overall Figures</b>		<b>348</b>	<b>67</b>	<b>33</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	246	72	28
02	Not satisfied	92	53	47

**By Satisfaction With Service Provided By FRA**

01	Satisfied	247	72	28
02	Not Satisfied	93	56	44

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	19	68	32
02	No	319	67	33

**By Gender**

01	Male	190	68	32
02	Female	147	66	34

**By Age**

01	18 to 29	9	48	52
02	30 to 44	32	68	32
03	45 to 59	78	59	41
04	60 to 74	126	70	30
05	75 and over	91	78	22

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	345	67	33
02	No long-standing illness/disability	0	0	0

**By Ethnicity**

01	White	339	67	33
02	Non-White	6	66	34

**Q. G03b - Does this illness or disability (Do any of these illnesses or disabilities) limit your activities in any way? . . .**  
Continued

		<b>Unweighted Count</b>	<b>Yes</b>	<b>No</b>
		N	%	%
<b>By Overall Figures</b>		<b>348</b>	<b>67</b>	<b>33</b>

**By Employment Status**

01	Working	92	54	46
02	Retired	177	75	25
03	Otherwise not working	74	72	28

**By Household Type**

01	Household with children	36	52	48
02	Household without children	307	70	30

**By Housing Tenure**

01	Owned	219	69	31
02	Rented	116	63	37

**By Length of Time in Current Accommodation**

01	Under 1 year	16	20	80
02	1 to 2 years	33	65	35
03	3 to 5 years	53	77	23
04	6 to 10 years	54	73	27
05	11 to 20 years	74	75	25
06	21 years and over	114	62	38

**By Length of Time Living in Area**

01	Under 1 year	5	27	73
02	1 to 2 years	18	64	36
03	3 to 5 years	38	69	31
04	6 to 10 years	26	75	25
05	11 to 20 years	45	72	28
06	21 years and over	206	65	35

**Q. G04 - What is your ethnic group?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	51	4%	-	-
A	White British	1215	86%	1215	90%
B	White Irish	17	1%	17	1%
C	White Other	37	4%	37	4%
D	Mixed White and Black Caribbean	2	0%	2	0%
F	Mixed White and Asian	1	0%	1	0%
G	Mixed Other	2	1%	2	1%
H	Asian or Asian British Indian	10	1%	10	1%
I	Asian or Asian British Pakistani	4	0%	4	0%
K	Asian or Asian British Other	6	0%	6	0%
L	Black or Black British Caribbean	3	0%	3	0%
M	Black or Black British African	2	0%	2	0%
O	Chinese or other ethnic group Chinese	5	1%	5	1%
P	Chinese or other ethnic group Other	2	0%	2	0%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1306</b>	<b>100%</b>

	Unweighted Count	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	N	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	<b>1306</b>	90	1	4	0	0	0	1	1	0	0	0	0	0	0	1	0

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	783	92	1	2	0	0	0	0	1	0	0	0	0	0	2	0
02	Not satisfied	476	88	1	6	0	0	0	1	1	0	0	1	0	0	1	0

**By Satisfaction With Service Provided By FRA**

01	Satisfied	793	92	1	2	0	0	0	0	1	0	0	0	0	0	2	0
02	Not Satisfied	469	89	1	6	0	0	0	0	1	0	0	1	0	0	1	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	89	0	5	0	0	0	0	0	0	0	0	0	0	0	0
02	No	1209	91	1	3	0	0	0	1	1	0	0	0	0	0	1	0

**By Gender**

01	Male	647	91	1	3	0	0	0	0	1	0	0	0	0	0	1	0
02	Female	638	90	1	4	0	0	0	1	0	0	0	1	0	0	2	0

**Q. G04 - What is your ethnic group? . . . Continued**

	Unweighted Count	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
	N	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	<b>1306</b>	90	1	4	0	0	0	1	1	0	0	0	0	0	0	1	0

**By Age**

01 18 to 29	78	90	0	10	0	0	0	0	0	0	0	0	0	0	0	0	0
02 30 to 44	306	88	1	5	0	0	0	0	1	0	0	1	0	0	0	3	0
03 45 to 59	351	90	2	1	0	0	0	2	1	0	0	0	1	0	0	0	0
04 60 to 74	339	96	1	0	1	0	0	0	1	0	0	0	0	0	0	2	0
05 75 and over	182	96	1	3	0	0	0	0	0	0	0	0	0	0	0	0	0

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	348	94	1	2	0	0	0	0	1	0	0	0	1	0	0	1	0
02 No long-standing illness/disability	918	89	1	4	0	0	0	1	1	0	0	1	0	0	0	2	0

**By Ethnicity**

01 White	1269	95	1	4	0	0	0	0	0	0	0	0	0	0	0	0	0
02 Non-White	37	0	0	0	6	0	2	11	16	0	0	8	8	0	0	30	0

**By Employment Status**

01 Working	708	91	1	3	0	0	0	0	1	0	0	0	0	0	0	2	0
02 Retired	406	97	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0
03 Otherwise not working	176	82	1	8	0	0	0	2	0	0	0	1	2	0	0	1	0

**By Household Type**

01 Household with children	320	88	1	5	0	0	0	1	1	0	0	1	0	0	0	1	0
02 Household without children	971	92	1	3	0	0	0	0	1	0	0	0	0	0	0	2	0

**By Housing Tenure**

01 Owned	952	92	1	2	0	0	0	1	1	0	0	0	0	0	0	1	0
02 Rented	307	87	0	8	0	0	0	0	0	0	0	1	1	0	0	2	0

**By Length of Time in Current Accommodation**

01 Under 1 year	110	78	1	11	0	0	0	1	0	0	0	3	0	0	0	3	0
02 1 to 2 years	137	83	0	11	0	0	0	0	0	0	0	0	1	0	0	4	0
03 3 to 5 years	220	92	2	1	1	0	0	0	1	0	0	0	0	0	0	2	0
04 6 to 10 years	217	93	1	1	0	0	0	2	1	0	0	0	0	0	0	0	0
05 11 to 20 years	252	94	2	1	0	0	0	0	2	0	0	0	1	0	0	0	0
06 21 years and over	353	97	1	1	0	0	0	0	0	0	0	0	0	0	0	1	0

**By Length of Time Living in Area**

01 Under 1 year	40	68	0	20	0	0	0	3	0	0	0	4	0	0	0	0	0
02 1 to 2 years	74	74	0	22	0	0	0	0	1	0	0	1	3	0	0	0	0
03 3 to 5 years	157	91	2	1	0	0	0	0	1	0	0	0	0	0	0	1	0
04 6 to 10 years	136	83	1	3	1	0	0	3	2	0	0	0	0	0	0	6	0
05 11 to 20 years	185	90	2	2	0	0	0	0	1	0	0	0	0	0	0	4	0
06 21 years and over	676	97	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0

**Q. G05 - Which of these activities best describes what you are doing at present?**

Results of this question weighted by person		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
Other		13	1%	13	1%
Not Answered		51	3%	-	-
A	Employee in full-time job (30 hrs plus)	456	42%	456	43%
B	Employee in part-time job (under 30 hrs)	157	12%	157	13%
C	Self-employed, full or part-time	101	7%	101	8%
D	On a government training programme (e.g. Modern Apprenticeship/Training for Work)	1	0%	1	0%
E	Full-time education at school, college or university	12	2%	12	2%
F	Unemployed and available for work	18	2%	18	2%
G	Permanently sick/disabled	33	2%	33	2%
H	Wholly retired from work	412	20%	412	21%
I	Looking after the home	103	8%	103	9%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1306</b>	<b>100%</b>

		Unweighted Count	Oth	A	B	C	D	E	F	G	H	I
		N	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1306</b>	<b>1</b>	<b>43</b>	<b>13</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>21</b>	<b>9</b>
<b>By Satisfaction With Way FRA Runs Things</b>												
01	Satisfied	778	2	39	11	6	0	3	2	3	27	8
02	Not satisfied	481	1	50	15	9	0	2	1	2	12	8

**By Satisfaction With Service Provided By FRA**

01	Satisfied	787	1	39	12	6	0	3	2	2	27	8
02	Not Satisfied	474	1	49	14	9	0	2	1	2	12	8

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	60	0	49	16	7	0	2	0	3	23	0
02	No	1208	1	43	13	8	0	2	2	2	20	9

**By Gender**

01	Male	649	1	55	6	9	0	1	2	3	21	2
02	Female	637	2	33	19	7	0	3	1	2	19	14

**Q. G05 - Which of these activities best describes what you are doing at present? . . . Continued**

	Unweighted Count	Oth	A	B	C	D	E	F	G	H	I
	N	%	%	%	%	%	%	%	%	%	%
<b>By Overall Figures</b>	<b>1306</b>	<b>1</b>	<b>43</b>	<b>13</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>21</b>	<b>9</b>

**By Age**

01 18 to 29	81	3	56	17	4	0	9	3	1	0	6
02 30 to 44	308	1	58	16	9	0	2	2	1	0	11
03 45 to 59	349	1	54	14	10	0	0	2	4	4	10
04 60 to 74	339	0	12	7	10	0	0	0	2	62	7
05 75 and over	180	3	0	0	1	0	0	0	1	89	6

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	346	3	23	8	3	0	2	1	10	40	10
02 No long-standing illness/disability	923	1	50	15	9	0	2	2	0	13	8

**By Ethnicity**

01 White	1256	1	42	13	8	0	2	2	2	22	8
02 Non-White	34	0	57	6	3	0	2	4	4	3	22

**By Employment Status**

01 Working	715	0	68	20	12	0	0	0	0	0	0
02 Retired	412	0	0	0	0	0	0	0	0	100	0
03 Otherwise not working	179	8	0	0	0	0	14	10	14	0	54

**By Household Type**

01 Household with children	321	1	49	22	6	0	1	1	1	1	17
02 Household without children	974	1	41	9	8	0	3	2	3	29	5

**By Housing Tenure**

01 Owned	952	1	45	14	8	0	1	1	2	21	8
02 Rented	311	3	39	9	7	0	5	4	3	18	11

**By Length of Time in Current Accomodation**

01 Under 1 year	115	1	54	13	6	0	4	4	0	6	13
02 1 to 2 years	137	2	49	13	9	0	5	0	2	12	7
03 3 to 5 years	220	0	52	8	5	0	1	1	2	21	9
04 6 to 10 years	217	0	43	13	10	0	5	1	4	13	9
05 11 to 20 years	253	1	47	17	7	0	1	2	2	18	5
06 21 years and over	352	1	22	13	8	0	0	1	2	44	9

**By Length of Time Living in Area**

01 Under 1 year	42	3	49	11	0	0	6	8	0	7	15
02 1 to 2 years	74	3	43	8	13	0	5	0	4	14	10
03 3 to 5 years	159	0	47	9	5	0	4	0	2	21	10
04 6 to 10 years	136	1	59	6	7	0	1	1	3	11	10
05 11 to 20 years	184	0	48	18	6	0	6	1	2	11	7
06 21 years and over	677	1	35	15	9	0	0	2	2	29	8

**Q. G06 - Which of the following best describes your household?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	24	2%	-	-
A	Single person	334	24%	334	25%
B	Single parent with dependent children (under age 18)	45	4%	45	4%
C	Adult couple	526	35%	526	36%
D	Adult couple with dependent children (under age 18)	210	18%	210	18%
E	Group of adults	148	12%	148	12%
F	Group of adults with dependent children (under age 18)	70	6%	70	6%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1333</b>	<b>100%</b>

		Unweighted Count	A	B	C	D	E	F
		N	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1333</b>	<b>25</b>	<b>4</b>	<b>36</b>	<b>18</b>	<b>12</b>	<b>6</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	791	27	4	36	14	12	6
02	Not satisfied	494	20	3	35	23	12	5

**By Satisfaction With Service Provided By FRA**

01	Satisfied	804	27	4	36	14	12	6
02	Not Satisfied	483	20	3	35	24	12	5

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	21	5	29	20	12	12
02	No	1234	25	4	36	18	11	6

**By Gender**

01	Male	647	21	2	40	17	13	7
02	Female	641	28	5	30	20	11	6

**By Age**

01	18 to 29	81	11	4	44	13	20	9
02	30 to 44	307	12	9	20	48	5	7
03	45 to 59	351	21	3	31	12	22	11
04	60 to 74	341	34	0	57	0	8	0
05	75 and over	180	66	0	31	0	3	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	346	32	2	42	6	13	5
02	No long-standing illness/disability	922	21	5	32	23	12	7

**Q. G06 - Which of the following best describes your household? . . . Continued**

		<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
		<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>1333</b>	<b>25</b>	<b>4</b>	<b>36</b>	<b>18</b>	<b>12</b>	<b>6</b>

**By Ethnicity**

01	White	1257	25	4	35	19	12	6
02	Non-White	34	25	2	29	13	15	18

**By Employment Status**

01	Working	712	18	4	32	23	15	9
02	Retired	406	45	0	47	1	7	0
03	Otherwise not working	177	17	10	31	26	10	6

**By Household Type**

01	Household with children	325	0	13	0	65	0	22
02	Household without children	1008	34	0	49	0	16	0

**By Housing Tenure**

01	Owned	973	24	2	37	20	10	6
02	Rented	320	27	7	33	12	14	6

**By Length of Time in Current Accommodation**

01	Under 1 year	118	18	2	42	21	11	5
02	1 to 2 years	141	14	7	34	25	17	3
03	3 to 5 years	227	22	5	36	25	8	4
04	6 to 10 years	221	27	5	23	25	11	8
05	11 to 20 years	255	29	4	25	15	13	14
06	21 years and over	360	32	0	50	2	12	3

**By Length of Time Living in Area**

01	Under 1 year	43	9	2	48	25	11	6
02	1 to 2 years	80	17	8	33	29	12	1
03	3 to 5 years	165	22	3	38	21	15	1
04	6 to 10 years	139	32	4	22	28	7	7
05	11 to 20 years	187	21	5	32	19	17	7
06	21 years and over	687	28	3	39	12	11	7

**Q. G07 - In which of these ways does your household occupy your current accommodation?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Other	11	1%	11	1%
	Not Answered	46	4%	-	-
A	Owned outright without mortgage/loan	499	30%	499	31%
B	Buying on a mortgage	480	37%	480	39%
C	Rented from Council	101	7%	101	8%
D	Rented from Housing Association/Trust	113	8%	113	9%
E	Rented from private landlord	107	13%	107	13%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1311</b>	<b>100%</b>

	Unweighted Count	Oth	A	B	C	D	E
	N	%	%	%	%	%	%
<b>By Overall Figures</b>	<b>1311</b>	<b>1</b>	<b>31</b>	<b>39</b>	<b>8</b>	<b>9</b>	<b>13</b>

**By Satisfaction With Way FRA Runs Things**

01 Satisfied	784	1	34	32	11	10	12
02 Not satisfied	480	1	25	48	3	7	17

**By Satisfaction With Service Provided By FRA**

01 Satisfied	796	1	35	33	10	10	11
02 Not Satisfied	470	1	23	47	5	7	17

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01 Yes	60	5	33	43	4	8	7
02 No	1214	1	31	39	8	8	14

**By Gender**

01 Male	633	1	30	42	8	7	12
02 Female	633	1	30	38	7	10	14

**By Age**

01 18 to 29	79	1	8	25	9	9	48
02 30 to 44	304	2	7	67	6	8	10
03 45 to 59	346	1	28	54	4	7	5
04 60 to 74	331	0	66	14	7	9	4
05 75 and over	180	1	60	3	19	14	3

**By Long-standing Illness/Disability**

01 Long-standing illness/disability	341	1	38	21	11	17	11
02 No long-standing illness/disability	908	1	27	46	6	6	14

**Q. G07 - In which of these ways does your household occupy your current accommodation? . . . Continued**

	<b>Unweighted Count</b>	<b>Oth</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
	N	%	%	%	%	%	%
<b>By Overall Figures</b>	<b>1311</b>	<b>1</b>	<b>31</b>	<b>39</b>	<b>8</b>	<b>9</b>	<b>13</b>

**By Ethnicity**

01	White	1237	1	31	39	8	9	12
02	Non-White	33	0	22	57	0	9	12

**By Employment Status**

01	Working	701	1	18	57	4	5	15
02	Retired	396	0	64	6	12	14	3
03	Otherwise not working	177	1	25	22	15	17	18

**By Household Type**

01	Household with children	322	1	12	60	9	8	10
02	Household without children	982	1	38	30	7	9	15

**By Housing Tenure**

01	Owned	979	0	45	55	0	0	0
02	Rented	321	0	0	0	26	29	45

**By Length of Time in Current Accomodation**

01	Under 1 year	116	0	8	33	6	8	46
02	1 to 2 years	141	2	16	39	3	11	28
03	3 to 5 years	224	1	21	49	10	8	10
04	6 to 10 years	217	0	26	48	10	12	4
05	11 to 20 years	252	1	34	47	8	8	2
06	21 years and over	350	1	67	19	7	4	2

**By Length of Time Living in Area**

01	Under 1 year	42	0	8	26	7	8	52
02	1 to 2 years	80	3	18	33	5	11	30
03	3 to 5 years	163	2	20	41	8	4	24
04	6 to 10 years	137	1	21	55	5	8	10
05	11 to 20 years	183	1	25	51	7	8	7
06	21 years and over	674	0	44	32	9	9	6

**Q. G08 - How long have you/your household been living in your current accommodation?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	25	2%	-	-
DK	Don't Know	2	0%	-	-
A	Under 1 year	118	14%	118	14%
B	1-2 years	143	13%	143	13%
C	3-5 years	227	18%	227	18%
D	6-10 years	221	16%	221	17%
E	11-20 years	257	17%	257	17%
F	21+ years	364	21%	364	21%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1330</b>	<b>100%</b>

		Unweighted Count	A	B	C	D	E	F
		N	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1330</b>	<b>14</b>	<b>13</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>21</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	790	11	12	16	17	18	26
02	Not satisfied	492	18	15	22	16	16	14

**By Satisfaction With Service Provided By FRA**

01	Satisfied	802	11	13	17	17	17	26
02	Not Satisfied	484	19	14	20	16	17	13

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	58	7	17	15	14	26	20
02	No	1233	14	13	18	17	17	21

**By Gender**

01	Male	648	12	12	21	18	18	20
02	Female	638	16	14	15	16	17	22

**By Age**

01	18 to 29	80	47	26	14	8	5	0
02	30 to 44	308	11	19	31	26	11	2
03	45 to 59	352	8	7	13	18	31	23
04	60 to 74	341	4	7	13	13	17	47
05	75 and over	178	2	5	10	13	23	47

**Q. G08 - How long have you/your household been living in your current accommodation? . . . Continued**

		<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
		<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>1330</b>	<b>14</b>	<b>13</b>	<b>18</b>	<b>17</b>	<b>17</b>	<b>21</b>

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	347	7	12	17	16	20	28
02	No long-standing illness/disability	922	17	13	18	17	17	18

**By Ethnicity**

01	White	1255	12	13	18	17	18	22
02	Non-White	34	41	10	19	11	10	9

**By Employment Status**

01	Working	712	16	15	20	18	19	13
02	Retired	405	4	8	16	13	16	44
03	Otherwise not working	177	21	15	15	19	14	17

**By Household Type**

01	Household with children	325	14	16	22	23	21	5
02	Household without children	997	14	12	17	14	16	27

**By Housing Tenure**

01	Owned	974	8	10	18	18	20	26
02	Rented	315	29	19	17	15	11	9

**By Length of Time in Current Accommodation**

01	Under 1 year	118	100	0	0	0	0	0
02	1 to 2 years	143	0	100	0	0	0	0
03	3 to 5 years	227	0	0	100	0	0	0
04	6 to 10 years	221	0	0	0	100	0	0
05	11 to 20 years	257	0	0	0	0	100	0
06	21 years and over	364	0	0	0	0	0	100

**By Length of Time Living in Area**

01	Under 1 year	43	100	0	0	0	0	0
02	1 to 2 years	80	12	88	0	0	0	0
03	3 to 5 years	165	14	13	73	0	0	0
04	6 to 10 years	139	14	8	18	60	0	0
05	11 to 20 years	188	9	7	8	19	57	0
06	21 years and over	689	6	7	9	14	19	46

**Q. G09 - How long have you/your household been living in this area?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	41	3%	-	-
DK	Don't Know	7	1%	-	-
A	Under 1 year	43	5%	43	6%
B	1-2 years	81	7%	81	7%
C	3-5 years	165	14%	165	14%
D	6-10 years	139	11%	139	12%
E	11-20 years	189	14%	189	14%
F	21+ years	692	45%	692	47%
<b>Total</b>		<b>1357</b>	<b>100%</b>	<b>1309</b>	<b>100%</b>

		Unweighted Count	A	B	C	D	E	F
		N	%	%	%	%	%	%
<b>By Overall Figures</b>		<b>1309</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>47</b>

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	780	4	6	12	10	14	54
02	Not satisfied	483	8	9	18	14	13	37

**By Satisfaction With Service Provided By FRA**

01	Satisfied	790	4	6	12	10	13	54
02	Not Satisfied	476	8	9	18	14	15	36

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	54	1	6	15	18	11	49
02	No	1216	6	7	14	12	14	47

**By Gender**

01	Male	636	4	7	16	13	14	47
02	Female	629	7	7	12	12	15	47

**By Age**

01	18 to 29	79	21	15	23	7	7	28
02	30 to 44	301	4	9	19	22	16	30
03	45 to 59	343	2	3	10	8	22	54
04	60 to 74	335	2	5	9	7	9	68
05	75 and over	180	1	1	8	7	13	69

**Q. G09 - How long have you/your household been living in this area? . . . Continued**

		<b>Unweighted Count</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
		<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>		<b>1309</b>	<b>6</b>	<b>7</b>	<b>14</b>	<b>12</b>	<b>14</b>	<b>47</b>

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	340	3	5	13	8	13	57
02	No long-standing illness/disability	906	7	7	14	13	15	44

**By Ethnicity**

01	White	1235	5	7	14	11	14	49
02	Non-White	33	16	7	16	35	11	16

**By Employment Status**

01	Working	694	5	7	15	14	16	43
02	Retired	403	2	4	12	7	8	66
03	Otherwise not working	175	12	10	15	11	15	37

**By Household Type**

01	Household with children	314	7	10	13	17	16	38
02	Household without children	987	5	6	15	10	13	50

**By Housing Tenure**

01	Owned	957	3	5	13	13	15	51
02	Rented	311	13	11	18	9	11	38

**By Length of Time in Current Accommodation**

01	Under 1 year	118	39	6	14	12	9	19
02	1 to 2 years	143	0	47	14	7	7	25
03	3 to 5 years	220	0	0	58	12	6	24
04	6 to 10 years	212	0	0	0	44	16	40
05	11 to 20 years	247	0	0	0	0	48	52
06	21 years and over	364	0	0	0	0	0	100

**By Length of Time Living in Area**

01	Under 1 year	43	100	0	0	0	0	0
02	1 to 2 years	81	0	100	0	0	0	0
03	3 to 5 years	165	0	0	100	0	0	0
04	6 to 10 years	139	0	0	0	100	0	0
05	11 to 20 years	189	0	0	0	0	100	0
06	21 years and over	692	0	0	0	0	0	100

**Q. G10 - Including you, how many adults aged 18 or over are living here?**

Results of this question weighted by household		All Responses		Valid Responses	
		Unweighted Count	Weighted Total%	Unweighted Count	Weighted Valid%
	Not Answered	20	1%	-	-
1	One	379	28%	379	28%
2	Two	790	58%	790	58%
3	Three	121	9%	121	9%
4	Four	42	4%	42	4%
5	Five	5	1%	5	1%
	<b>Total</b>	<b>1357</b>	<b>100%</b>	<b>1337</b>	<b>100%</b>

	Unweighted Count	1	2	3	4	5
	N	%	%	%	%	%
<b>By Overall Figures</b>	<b>1337</b>	28	58	9	4	1

**By Satisfaction With Way FRA Runs Things**

01	Satisfied	795	31	55	9	4	1
02	Not satisfied	494	23	64	8	4	1

**By Satisfaction With Service Provided By FRA**

01	Satisfied	807	31	55	9	3	1
02	Not Satisfied	484	23	64	9	4	0

**By Whether Respondent or Member of Family Have Used FRS in Past 12 Months**

01	Yes	61	26	53	19	1	0
02	No	1237	28	59	8	4	0

**By Gender**

01	Male	647	24	61	10	4	0
02	Female	644	33	55	8	3	1

**By Age**

01	18 to 29	81	15	68	10	7	0
02	30 to 44	308	21	72	4	2	1
03	45 to 59	352	24	48	20	7	1
04	60 to 74	340	34	59	5	1	0
05	75 and over	182	65	34	1	0	0

**By Long-standing Illness/Disability**

01	Long-standing illness/disability	349	34	52	7	7	0
02	No long-standing illness/disability	923	26	61	10	3	1

**Q. G10 - Including you, how many adults aged 18 or over are living here? . . . Continued**

	<b>Unweighted Count</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
	<b>N</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>By Overall Figures</b>	<b>1337</b>	<b>28</b>	<b>58</b>	<b>9</b>	<b>4</b>	<b>1</b>

**By Ethnicity**

01	White	1262	29	58	9	4	0
02	Non-White	34	26	49	11	5	9

**By Employment Status**

01	Working	712	22	62	12	4	1
02	Retired	409	45	49	4	2	0
03	Otherwise not working	178	26	61	7	5	1

**By Household Type**

01	Household with children	325	13	68	15	3	1
02	Household without children	1006	34	55	7	4	0

**By Housing Tenure**

01	Owned	978	26	61	10	3	0
02	Rented	319	35	53	7	4	1

**By Length of Time in Current Accommodation**

01	Under 1 year	118	21	71	6	2	0
02	1 to 2 years	143	21	69	5	2	2
03	3 to 5 years	227	27	63	5	4	0
04	6 to 10 years	221	32	52	8	7	1
05	11 to 20 years	256	32	44	19	4	0
06	21 years and over	361	32	56	8	3	0

**By Length of Time Living in Area**

01	Under 1 year	43	10	84	6	0	0
02	1 to 2 years	81	26	72	1	1	0
03	3 to 5 years	165	25	63	8	4	0
04	6 to 10 years	139	36	52	6	4	1
05	11 to 20 years	188	26	55	12	5	2
06	21 years and over	689	31	55	10	4	0

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**Q. B03tx Which three ways would you most like to access advice and information about your Fire and Rescue Service? Other...**

GIVING A TALK AT COFFEE MORNINGS, GATHERINGS ETC  
HAD A TALK BY A CAMBRIDGE FIRE MAN AT THE HISTON BAPTIST CHURCH  
LEAFLETS BY MAIL/LETTER  
LEAFLETS BY POST  
LOCAL RADIO  
LOCAL RADIO  
ON STREET PROMOTIONAL IE. MOCK OPERATION  
ON THE NEWS - SOME THING FOR CHILDREN.  
PERSONAL VISIT TO HOME  
PETERBOROUGH CITY NEWSPAPER - MONTHLY  
T.V. ANNOUNCEMENTS AS NEWS ITEMS(NATIONAL)  
TELEPHONE NUMBER OTHER THAN 999 TO GAIN ACCESS TO SPEAK TO SOMEONE WITH QUERIES.  
WOULD ASK SHELTERED SCHEME MANAGER  
YOUR PETERBOROUGH (COUNCIL NEWSPAPER)

## Q. C02tx What did the fire safety message(s) cover? Other...

ACCESS FOR FIRE VEHICLES IN CONGESTED ROADS  
BARBECUES  
BUILDING REGS RE FIREWALL, DOORS AND HALF HOUR BARRIER (LOFTS)  
BUSH FIRES  
BUSINESSES NEEDING RISK ASSESSMENT  
CHIP PAN  
EMPLOYMENT FIRE TRAINING AT WORK.  
FIRE RISK ASSESSMENTS  
FIRE SAFETY AT WORK (CAMBRIDGE UNI)  
FIRE TRAINING (IN HOUSE)  
HAYSTACK FIRES  
IT DOESN'T HAVE TO KILL TO TAKE YOUR LIFE  
NEW WORKPLACE SAFETY.  
OVERCROWDING IN HOUSES- E.G. "IMMIGRANT" WORKERS

**Q. C03tx Thinking of the most recent message, where did you see/hear it? Other...**

ADVERTS ON THE STATION WALL I.E. SMOKE ALARMS  
ALSO A FIREMAN SAM SHOW AT CAMB CORN EXCHANGE  
AT MEDWAY CENTRE  
AT WORK  
AT WORK  
AT WORK  
AT WORK  
AT WORK  
AT WORK DURING H&S SEMINAR  
BUILDING INSPECTOR.  
CHILDREN FROM SCHOOL WHEN VISITED BY FRS  
FIRE LECTURES AT WORK. I AM A NURSE IN EDITH CAVELL HOSPITAL  
FIRE TRAINING IN JOB  
FRS CAME TO MY HOUSE AND FITTED SMOKE ALARMS  
GUEST HOUSE  
I'M A CARER, DID MY FIRE SAFETY AT WORK.  
IN THE POST?  
IN THE PUB  
LETTER  
MANDATORY STAFF TRAINING  
MY PLACE OF WORK  
OFFICE  
ON AN ADVERTISING HEADING  
ON FIRE STATION BUILDING  
ON FIRE STATION BUILDING  
ON MY CAR WINDSCREEN  
ON RADIO CAMBRIDGESHIRE  
ON THE FIRE STATION  
ON THE FRONT OF THE FIRE STATION  
ON THE LOCAL FIRE STATION  
OUTSIDE STEVENAGE, LUTON FIRE STATIONS  
PART OF NEWS PROGRAMME  
PUBLIC HOUSE/ HOTEL  
SIGN DISPLAYED OUTSIDE FIRE STATION  
SIGNS AT FIRE STATION  
STAND AT LOCAL EVENT IN COMMUNITY  
TALKING TO A LOCAL FIREMAN  
TELEVISION  
VILLAGE SHOW  
WAS ON WEBSITE FOR BUILDING REGS FOR LOFT CONVERSION  
WORK TRAINING SESSION - NHS  
WORK: HEALTH AND SAFETY TRAINING RE: FIRE EVACUATION/RESPONSE

Q. E01dtx If you/a member of your household did not call the FRS, why not? Other...

**Q. E04btX What would be the three main things you would do if your chip pan caught fire? Other...**

OPEN KITCHEN DOOR WRAP TOWEL ROUND HAND AND CARRY CHIP PAN OUT HOUSE & COVER IT WITH OLD COAT

**Q. E06btx Which of the following actions, if any, have been taken to improve fire safety in your home? Other...**

ADJUSTMENT OF DOORS.  
ANTI-SURGE ADAPTER FOR FISH TANK, TV-VIDEO, TELEPHONE  
BOUGHT NEW FINE MESH GUARDS FOR OPEN FIRES  
DISCONNECTED COOKER  
DON'T SMOKE- NO SMOKING ALLOWED IN HOUSE  
ELECTRICS RE-DONE TO STANDARD.  
ENCLOSED ASH TRAYS  
INSTALLED AN ALARM  
INSTALLED DOUBLE GLAZING  
INSTALLED EXTRA SMOKE ALARM THAT PHONES YOU UP  
REPLACED SMOKE ALARM  
REWIRED HOUSE  
STARTED GETTING CHIPS FROM CHIP SHOP  
STOP VISITORS SMOKING IN HOUSE.  
SURVEILLANCE CAMERAS FITTED  
THROWN AWAY 3 WAY ADAPTERS  
WE DON'T USE ANY CHIP PAN, NO SMOKE OR MATCHES.

## Q. G04tx What is your ethnic group? Other...

50% ENGLISH 50% EUROPEAN  
AMERICAN  
AMERICAN  
AMERICAN  
AMERICAN (NORTH)  
ASIAN BHUTANESE  
AUSTRIAN  
BRITISH/MALTESE  
BRITISH/POLISH  
CANADIAN  
DANISH  
DANISH  
EUROPEAN  
EUROPEAN  
EUROPEAN  
EUROPEAN  
EUROPEAN  
EUROPEAN  
EUROPEAN (GERMAN)  
FILIPINO  
FRENCH  
GREEK  
ITALIAN  
ITALIAN  
ITALIAN  
ITALIAN  
ITALIAN  
ITALIAN ENGLISH  
JAPANESE  
JAPANESE  
KOREAN  
KOREAN  
MIDDLE EAST  
MIXED  
POLISH  
POLISH  
POLISH (EUROPEAN)  
PORTUGUESE  
PORTUGUESE  
SPANISH  
SRI LANKAN  
TURKISH  
TURKISH/BRITISH  
U.S.  
WHITE ARAB  
WHITE, BLACK AND CHINESE

**Q. G05tx Which of these activities best describes what you are doing at present?  
Other...**

AFTER AN ACCIDENT AT WORK AND NEARLY TOTAL KNEE REPLACEMENT SOON TO BE RETIRED  
ALMOST FULL-TIME VOLUNTARY WORK  
CARER FOR MY DISABLED HUSBAND  
CARING FOR 100% HANDICAPPED DAUGHTER AGE 53  
CARING FOR DISABLED WIFE FULL TIME  
DO OCCASIONAL CONSULTANCY WORK  
FULL TIME CARER FOR MY DISABLED HUSBAND  
FULL TIME CARER FOR MY MOTHER.  
I AM A FULL TIME CARER FOR MY PARTNER AS PERMANENTLY SICK/DISABLED.  
MATERNITY LEAVE  
ON MATERNITY FROM FULL TIME OCCUPATION  
UNEMPLOYED LOOKING AFTER MY SON  
WORK PART TIME - UNPAID

**Q. G07tx In which of these ways does your household occupy your current accommodation? Other...**

75% OWNED 25% LANDLORD  
EQUITY RELEASE  
EQUITY SHARE OWNER 75%  
H M FORCES ACCOMMODATION  
HOUSE PROVIDED BY EMPLOYER  
LIVE IN - ON JOB  
RENT FREE WITH JOB (SHELTERED HOUSING)  
RENTED - MOD  
TIED COTTAGE  
TIED COTTAGE (SUPPLIED WITH JOB)  
TIED COTTAGE WITH HUSBANDS JOB

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### About Your Household

- G6 Which of the following best describes your household?** *Please cross one box only*
- |  |                            |  |                            |
|--|----------------------------|--|----------------------------|
| Single person  | <input type="checkbox"/> 1 | Adult couple with dependent children (under age 18)    | <input type="checkbox"/> 4 |
| Single parent with dependent children (under age 18) | <input type="checkbox"/> 2 | Group of adults  | <input type="checkbox"/> 5 |
| Adult couple   | <input type="checkbox"/> 3 | Group of adults with dependent children (under age 18) | <input type="checkbox"/> 6 |
- G7 In which of these ways does your household occupy your current accommodation?** *Please cross one box only*
- |   |                            |                                       |                            |
|---|----------------------------|---------------------------------------|----------------------------|
| Owned outright <u>without</u> mortgage/loan | <input type="checkbox"/> 1 | Rented from Housing Association/Trust | <input type="checkbox"/> 4 |
| Buying on a mortgage                        | <input type="checkbox"/> 2 | Rented from private landlord          | <input type="checkbox"/> 5 |
| Rented from Council                         | <input type="checkbox"/> 3 |                                       |                            |
- Other (Please write in)
- G8 How long have you/your household been living in your current accommodation?** *Please cross one box only*
- |              |                            |                           |                             |
|--------------|----------------------------|---------------------------|-----------------------------|
| Under 1 year | <input type="checkbox"/> 1 | 6-10 years                | <input type="checkbox"/> 4  |
| 1-2 years    | <input type="checkbox"/> 2 | 11-20 years               | <input type="checkbox"/> 5  |
| 3-5 years    | <input type="checkbox"/> 3 | 21+ years                 | <input type="checkbox"/> 6  |
|              |                            | Don't know/Can't remember | <input type="checkbox"/> OK |
- G9 How long have you/your household been living in this area?** *Please cross one box only*
- |              |                            |                           |                             |
|--------------|----------------------------|---------------------------|-----------------------------|
| Under 1 year | <input type="checkbox"/> 1 | 6-10 years                | <input type="checkbox"/> 4  |
| 1-2 years    | <input type="checkbox"/> 2 | 11-20 years               | <input type="checkbox"/> 5  |
| 3-5 years    | <input type="checkbox"/> 3 | 21+ years                 | <input type="checkbox"/> 6  |
|              |                            | Don't know/Can't remember | <input type="checkbox"/> OK |
- G10 Including you, how many adults aged 18 or over are living here?** *Please cross one box only*
- |       |                            |                                  |                            |
|-------|----------------------------|----------------------------------|----------------------------|
| One   | <input type="checkbox"/> 1 | Four                             | <input type="checkbox"/> 4 |
| Two   | <input type="checkbox"/> 2 | Five                             | <input type="checkbox"/> 5 |
| Three | <input type="checkbox"/> 3 | More than five (Please write in) | <input type="text"/>       |

**Thank you very much for your help and time in completing this questionnaire. Please return it to ORS in the FREEPOST envelope provided.**

## CAMBRIDGESHIRE FIRE & RESCUE SERVICE Public Survey 2006



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 Your Fire Authority

Cambridgeshire and Peterborough Fire Authority has responsibility for fire and rescue services in the Cambridgeshire area.

**A1 Taking everything into account, how satisfied or dissatisfied are you with the way Cambridgeshire and Peterborough Fire Authority runs things?** *Please cross one box only*

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**A2 Taking everything into account, how satisfied or dissatisfied are you with the service provided by Cambridgeshire and Peterborough Fire Authority? PLEASE ANSWER THIS QUESTION WHETHER YOU HAVE USED THE SERVICE OR NOT.** *Please cross one box only*

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**A3 Please indicate whether you or any other member of your family have used the fire and rescue service provided by Cambridgeshire and Peterborough Fire Authority in the past 12 months.** *Please cross one box only*

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

### B Communication

**B1 How well or poorly informed do you feel about each of the following?** *Please cross one box in each row*

	Very Well	Fairly Well	Neither Well nor Poorly	Fairly Poorly	Very Poorly
What the Fire & Rescue Service (FRS) spends its money on	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
What standard of service you should expect from the FRS	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Whether the FRS is delivering on its promises	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
How well the FRS is performing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
What services the FRS provides	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**B2 To what extent do you agree or disagree that you feel the statements below apply to your Fire and Rescue Service (FRS)?** Please cross **one** box in each row

<i>I feel that my FRS...</i>	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know
Is working to make the area safer.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Is efficient and well run	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Is trustworthy.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Is approachable.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Listens to the concerns of local residents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Acts in the best interests of local residents	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Treats everyone fairly.	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Works well with other agencies to provide services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK
Provides good value for money	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> DK

**B3 Which three ways would you most like to access advice and information about your Fire and Rescue Service?** Please cross **up to three** boxes only

Telephone	<input type="checkbox"/> 1	E-mail	<input type="checkbox"/> 7
Visit to FRS premises	<input type="checkbox"/> 2	Fax	<input type="checkbox"/> 8
Website	<input type="checkbox"/> 3	Touch screen information point	<input type="checkbox"/> 9
Mail/Letter	<input type="checkbox"/> 4	Leaflet (libraries, public buildings etc)	<input type="checkbox"/> 10
Text message (mobile phone)	<input type="checkbox"/> 5	Digital TV	<input type="checkbox"/> 11
Local newspaper	<input type="checkbox"/> 6	Teletext/Ceefax	<input type="checkbox"/> 12

Other (Please write in)

**B4 If you have had any contact with the Fire and Rescue Service in the last 12 months, how have you had contact?** Please cross **all** boxes that apply

Have had NO contact with the FRS in last 12 months	<input type="checkbox"/> 1	- Please go to Section C	
Emergency (Fire)	<input type="checkbox"/> 2	Asking for advice/information	<input type="checkbox"/> 7
Emergency (Non-fire)	<input type="checkbox"/> 3	Comment/Complaint	<input type="checkbox"/> 8
Road Traffic Collision	<input type="checkbox"/> 4	Home Fire Safety Check	<input type="checkbox"/> 9
Flood	<input type="checkbox"/> 5	School/Club/Community visit	<input type="checkbox"/> 10
Station open day/Service event	<input type="checkbox"/> 6	Fire safety visit to a commercial/business premises	<input type="checkbox"/> 11
		Other	<input type="checkbox"/> 12

**(b) Overall, how satisfied or dissatisfied were you with the response you received the last time you were in contact with the FRS?** Please cross **one** box only

Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**G About You and Your Household**

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.

**About You**

**G1 Are you...?**

Male  1 Female  2

**G2 What was your age on your last birthday?** (Please write in)

**G3 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 - Please answer part (b) and following  
 No  2 - Please go to question G4

**(b) Does this illness or disability (Do any of these illnesses or disabilities) limit your activities in any way?**

Yes  1 No  2

**G4 What is your ethnic group?** Please cross **one** box only

**A. White**

British  1 Irish  2  
 Any other White background (Please write in)  3

**C. Asian or Asian British**

Indian  8 Pakistani  9  
 Bangladeshi  10  
 Any other Asian background (Please write in)  11

**B. Mixed**

White and Black Caribbean  4  
 White and Black African  5  
 White and Asian  6  
 Any other Mixed background (Please write in)  7

**D. Black or Black British**

Caribbean  12 African  13  
 Any other Black background (Please write in)  14

**E. Chinese or Other ethnic group**

Chinese  15  
 Any other background (Please write in)  16

**G5 Which of these activities best describes what you are doing at present?**

Please cross **one** box only - only cross 'looking after the home' if this is your main activity and no other options apply

Employee in full-time job (30 hrs plus)	<input type="checkbox"/> 1	Full-time education at school, college or university	<input type="checkbox"/> 5
Employee in part-time job (under 30 hrs)	<input type="checkbox"/> 2	Unemployed and available for work	<input type="checkbox"/> 6
Self-employed, full- or part-time	<input type="checkbox"/> 3	Permanently sick/disabled	<input type="checkbox"/> 7
On a government supported training programme (e.g. Modern Apprenticeship/Training for Work)	<input type="checkbox"/> 4	Wholly retired from work	<input type="checkbox"/> 8
		Looking after the home	<input type="checkbox"/> 9

Other (Please write in)

**E6** In the past 12 months, has any action been taken to improve fire safety in your home (e.g installed smoke alarms, taken greater care with matches, used an electric deep fat fryer rather than a chip pan)?

- Yes <sub>1</sub> - Please answer part (b) then go to Section F  
 No <sub>2</sub> - Please go to part (c)

**(b)** Which of the following actions, if any, have been taken to improve fire safety in your home? Please cross all boxes that apply

- |  |   |
|--|---|
| Installed smoke alarm(s) <input type="checkbox"/> <sub>1</sub>       | Made an escape plan <input type="checkbox"/> <sub>6</sub>             |
| Installed fire extinguisher(s) <input type="checkbox"/> <sub>2</sub> | Close internal doors at night <input type="checkbox"/> <sub>7</sub>   |
| Installed fire blanket(s) <input type="checkbox"/> <sub>3</sub>      | Taken greater care with matches <input type="checkbox"/> <sub>8</sub> |
| Stopped using chip pan <input type="checkbox"/> <sub>4</sub>         | Taken greater care with candles <input type="checkbox"/> <sub>9</sub> |
| Turn off/Remove plugs at night <input type="checkbox"/> <sub>5</sub> | Stopped smoking in the house <input type="checkbox"/> <sub>10</sub>   |

Other (Please write in)

**(c)** If additional fire safety measures have not been implemented in your home, what are the main reasons why not? Please cross all boxes that apply

- |   |   |
|---|---|
| Current fire safety measures are sufficient <input type="checkbox"/> <sub>1</sub> | Prevented from taking action by landlord restrictions <input type="checkbox"/> <sub>4</sub> |
| Cost <input type="checkbox"/> <sub>2</sub>  | Do not feel at risk from fire <input type="checkbox"/> <sub>5</sub>                         |
| Not enough time <input type="checkbox"/> <sub>3</sub>                             | Do not know what to do <input type="checkbox"/> <sub>6</sub>                                |
|   | Other <input type="checkbox"/> <sub>7</sub>   |

**INFORMATION:** If you would like free fire safety advice for your home, please contact Cambridgeshire Fire and Rescue Service on 01480 444666

## F Careers in Your Fire and Rescue Service

**F1** In your opinion, are any of the following roles in the Fire and Rescue Service (FRS) not suitable for...? Please cross all boxes that apply in each row

- |                                     | Full-time Firefighter                 | Part-time Firefighter                 | Control Room Staff                    | Support/Admin Staff                   | Senior Management                     | All jobs are suitable                 |
|-------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Women                               | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> |
| Men                                 | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> |
| People from a minority ethnic group | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> |
| People with a disability            | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> | <input type="checkbox"/> <sub>3</sub> | <input type="checkbox"/> <sub>4</sub> | <input type="checkbox"/> <sub>5</sub> | <input type="checkbox"/> <sub>6</sub> |

**F2** Have you ever considered a career in the FRS?

- Yes <sub>1</sub> No <sub>2</sub>

**F3** The FRS works with the community to increase community involvement in fire safety. Would you consider being involved in such voluntary (non-emergency) projects?

- Yes, definitely <sub>1</sub> No <sub>3</sub>  
 Yes, possibly <sub>2</sub>

## C Awareness of Fire Safety Messages

**C1** Can you recall having seen or heard any fire safety messages in the past 12 months?

- Yes <sub>1</sub> - Please answer question C2 and following  
 No <sub>2</sub> - Please go to Section D

**C2** What did the fire safety message(s) cover? Please cross all boxes that apply

- |  |   |
|--|---|
| Smoke alarms/detectors <input type="checkbox"/> <sub>1</sub> | Christmas tree lights <input type="checkbox"/> <sub>6</sub> |
| Kitchen safety <input type="checkbox"/> <sub>2</sub>         | Candle safety <input type="checkbox"/> <sub>7</sub>         |
| Drinking <input type="checkbox"/> <sub>3</sub>               | Children and matches <input type="checkbox"/> <sub>8</sub>  |
| Firework safety <input type="checkbox"/> <sub>4</sub>        | Escape plans <input type="checkbox"/> <sub>9</sub>          |
| Smoking <input type="checkbox"/> <sub>5</sub>                | Electrics <input type="checkbox"/> <sub>10</sub>            |

Other (Please write in)

Don't know/Can't remember <sub>DK</sub>

**C3** Thinking of the most recent message, where did you see/hear it? Please cross **one** box only

- |   |   |
|---|---|
| On a local bus <input type="checkbox"/> <sub>1</sub>  | Poster/leaflet (at libraries etc) <input type="checkbox"/> <sub>7</sub> |
| On a fire engine <input type="checkbox"/> <sub>2</sub>  | Advert for fire safety product <input type="checkbox"/> <sub>8</sub>    |
| From children/schools <input type="checkbox"/> <sub>3</sub>                                   | On the Internet <input type="checkbox"/> <sub>9</sub>                   |
| In a shopping centre <input type="checkbox"/> <sub>4</sub>                                    | In local newspaper <input type="checkbox"/> <sub>10</sub>               |
| At the Job Centre <input type="checkbox"/> <sub>5</sub>                                       | On a local radio station <input type="checkbox"/> <sub>11</sub>         |
| Visit to fire station/talk from Fire and Rescue Service <input type="checkbox"/> <sub>6</sub> | On television <input type="checkbox"/> <sub>12</sub>                    |

Other (Please write in)

**C4** Thinking about the most recent fire safety message, did you understand...?

Please cross **one** box in each row

- |   | Yes                                   | No                                    |
|---|---------------------------------------|---------------------------------------|
| The content of the message <input type="checkbox"/> <sub>1</sub>                          | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> |
| What you had to do to improve your safety from fire <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>1</sub> | <input type="checkbox"/> <sub>2</sub> |

**C5** Do you feel that the message influenced you to improve or change the fire safety measures in your home? Please cross **one** box only

- Yes <sub>1</sub> Advice from message already in place <sub>3</sub>  
 No <sub>2</sub>

## D Fire Risk Awareness

**D1** Which of the following do you believe are the **three** most common causes of house fires? Please cross **up to three** boxes only

- |  |  |
|--|--|
| Chip pans <input type="checkbox"/> <sub>1</sub>                | Children playing with matches/lighters <input type="checkbox"/> <sub>6</sub> |
| Cigarettes <input type="checkbox"/> <sub>2</sub>               | Candles <input type="checkbox"/> <sub>7</sub>                                |
| Cooking <input type="checkbox"/> <sub>3</sub>                  | Open fires (e.g. chimneys/sparks etc) <input type="checkbox"/> <sub>8</sub>  |
| Faulty electrical wiring <input type="checkbox"/> <sub>4</sub> | Items too close to fires/heaters <input type="checkbox"/> <sub>9</sub>       |
| Faulty appliances <input type="checkbox"/> <sub>5</sub>        | Arson/Deliberate fire <input type="checkbox"/> <sub>10</sub>                 |

**D2 How safe or unsafe do you feel in relation to the risk of fire in your home?**

Please cross **one** box only

Very Safe	Fairly Safe	Neither Safe nor Unsafe	Fairly Unsafe	Very Unsafe
<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

**E Fire Safety in Your Home**

**E1 Has there been a fire at your home in the past 12 months?**

Yes  1 - Please answer part (b) and following

No  2 - Please go to question E2

**(b) If yes, did you/a member of your household call the Fire and Rescue Service (FRS)?**

Yes  1 - Please answer part (c) then go to question E2

No  2 - Please go to part (d)

**(c) If yes, did you/a member of your household attempt to tackle the fire prior to calling the Fire and Rescue Service (FRS)?**

Yes  1 } - Please go to question E2

No  2 }

**(d) If you/a member of your household did not call the FRS, why not?**

Please cross all boxes that apply

I thought that the fire was too small to bother the FRS with  1

I/Someone else put the fire out  2

The fire went out on its own  3

I was too afraid to call the FRS  4

Other (Please write in)

**E2 Do you have any smoke alarms in your home?**

Yes - on every level  1 } - Please answer part (b) and following

Yes - but not on every level  2 }

No  3 - Please go to question E3

**(b) How often are smoke alarm(s) in your house checked? Please cross one box only**

Once a week <input checked="" type="checkbox"/> 1	Once a year <input checked="" type="checkbox"/> 5
Once a month <input checked="" type="checkbox"/> 2	Less than once a year <input checked="" type="checkbox"/> 6
Once every 3 months <input checked="" type="checkbox"/> 3	They have never been checked <input checked="" type="checkbox"/> 7
Once every 6 months <input checked="" type="checkbox"/> 4	Don't know <input checked="" type="checkbox"/> DK

**(c) What type of smoke alarm(s) do you have? Please cross all boxes that apply**

Standard battery <input checked="" type="checkbox"/> 1	Mains-wired <input checked="" type="checkbox"/> 3
10 year battery <input checked="" type="checkbox"/> 2	Don't know <input checked="" type="checkbox"/> 4

**(d) Who fitted the smoke alarm(s) in your home? Please cross all boxes that apply**

Me/A member of my household <input checked="" type="checkbox"/> 1	Social Services <input checked="" type="checkbox"/> 5
Landlord/Maintenance <input checked="" type="checkbox"/> 2	Other <input checked="" type="checkbox"/> 6
Already in the property when moved in <input checked="" type="checkbox"/> 3	Don't know <input checked="" type="checkbox"/> DK
The Fire and Rescue Service <input checked="" type="checkbox"/> 4	

**E3 Which of the following fire safety measures do you have/do you take in your home? Please cross all boxes that apply**

A planned escape route <input checked="" type="checkbox"/> 1	A sprinkler system <input checked="" type="checkbox"/> 5
A fire extinguisher <input checked="" type="checkbox"/> 2	Fire doors <input checked="" type="checkbox"/> 6
Turn off/Remove plugs at night <input checked="" type="checkbox"/> 3	None of the above <input checked="" type="checkbox"/> 7
A fire blanket <input checked="" type="checkbox"/> 4	Don't know <input checked="" type="checkbox"/> DK

**(b) Does your household take any of the following precautions? Please cross one box in each row**

	Yes Always	Yes Sometimes	Never	N/A
Keep matches away from children	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4
Use a fireguard	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	<input checked="" type="checkbox"/> 4
Close internal doors at night	<input checked="" type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input checked="" type="checkbox"/> 3	

**E4 Is a chip pan (not an electric deep fat fryer) used in your household?**

Yes  1 - Please answer part (b) and following

No  2 - Please go to question E5

**(b) What would be the three main things you would do if your chip pan caught fire? Please cross up to three boxes only**

Dial 999 <input checked="" type="checkbox"/> 1	Use a fire blanket <input checked="" type="checkbox"/> 6
Use a damp cloth to cover it <input checked="" type="checkbox"/> 2	Move the pan or take it outside <input checked="" type="checkbox"/> 7
Use a powder extinguisher <input checked="" type="checkbox"/> 3	Raise fire alarm <input checked="" type="checkbox"/> 8
Use a carbon dioxide extinguisher <input checked="" type="checkbox"/> 4	Leave the building <input checked="" type="checkbox"/> 9
Use water or a water extinguisher <input checked="" type="checkbox"/> 5	Turn off the power to the pan <input checked="" type="checkbox"/> 10

Other (Please write in)

Don't know  DK

**INFORMATION: Your Fire and Rescue Service carries out Home Fire Safety Checks free of charge, sometimes in partnership with other agencies.**

**E5 Have you had a Home Fire Safety Check from your FRS, perhaps in partnership with another agency, (see box above) in your current home? Please cross one box only**

Within the last 12 months <input checked="" type="checkbox"/> 1	More than 5 years ago <input checked="" type="checkbox"/> 4
Within the last 3 years <input checked="" type="checkbox"/> 2	Never <input checked="" type="checkbox"/> 5
Within the last 5 years <input checked="" type="checkbox"/> 3	Don't know <input checked="" type="checkbox"/> DK