



Fire Safety Audit

Quarters 1-4, 2009-10

Results for

Wiltshire Fire & Rescue Service

Date of Issue: 13th May 2010

Opinion Research Services

Spin-out Company of the
University of Wales Swansea

Project Overview

The Survey

Report Contents

This document contains results for Quarters 1-4 of the 2009-10 Wiltshire Fire & Rescue Service Fire Safety Audit. The data in this volume is also available electronically.

Survey Scope

The survey contained questions on the following topics:

- Initial Contact
- About the Audit Visit
- Actions Required
- After the Audit Visit
- Overall Service
- Profile

Survey Response

93 completed questionnaires were returned.

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

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

Employed on Site – All Respondents	Number of cases	Valid %
Less than 20	48	52%
20 to 49	19	21%
50 to 99	16	17%
100 to 999	8	9%
1000 or more	1	1%
Not Known	1	-

Figure 1: Employed on Site – All Respondents

Note: Figures may not sum due to rounding

Present on Site – All Respondents	Number of cases	Valid %
Less than 20	37	41%
20 to 49	25	27%
50 to 99	16	18%
100 to 999	12	13%
1000 or more	1	1%
Not Known	2	-

Figure 2: Present on Site – All Respondents

Note: Figures may not sum due to rounding

Interpreting Data – ORS Guide for Users

Introduction

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

Valid data

Basic data tables – including:

Frequency tables

Multi-response tables

Cross-tabulations – including:

General

Interpreting cross-tabulations

Statistical significance

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Valid Data

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

Q. A1 - Is this your only home?

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

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

If we consider question A1 above, 75 of the 100 responses should be considered ‘valid data’. The percentage splits can then be calculated as 67% for yes (50 out of 75) and 33% for no (25 out of 75).

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

Basic Data Tables

Frequency Tables

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

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

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

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

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

Multi-response Tables

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

In the following example, the number of respondents who gave at least one valid answer to the question is shown as the ‘respondent count’ (which in this case was 40). The respondent count does not necessarily match the number of respondents who returned a questionnaire as some may have left this particular question blank, refused to answer, or said don’t know. The example shows that all 40 respondents selected good salary; 20 selected good working conditions; and a further 20 selected job security.

All multi-response valid percentages for each option are calculated by dividing the total number of people who selected that option by the number of people who gave at least one valid answer to the question (the respondent count). In this example, the respondent count was 40, and 20 respondents selected good working conditions. Therefore, the valid percentage for this option was 50%. The total number of responses shows how many valid responses were given in total. In this case the 40 respondents who gave at least one valid answer gave 80 responses in total, and therefore on average gave two responses each.

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

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

Cross-tabulations

General

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

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

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

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

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

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

Interpreting Cross-tabulations

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

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

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

Statistical Significance

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

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

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

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

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

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

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

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

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

By Age

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

By Employment Status

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

Small Sample Sizes

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

Survey Results

Q. A1A - Thinking of your most recent Audit by the Fire & Rescue Service (FRS), was the visit...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Requested by you to get advice	7	8%	7	8%
2	Requested by you to comply with legislation	4	4%	4	4%
3	Following complaint/fire	22	24%	22	24%
4	Routine visit by the Fire and Rescue Service	54	58%	54	59%
5	Other	4	4%	4	4%
NAN	Not Answered	2	2%	-	-
Total		93	100%	91	100%

		RESPONSE OPTIONS					
		Count	1	2	3	4	5
		N	%	%	%	%	%
Overall Figures		91	8	4	24	59	4

By Employed on Site

1	Under 20	47	9	6	23	60	2
2	20 or over	43	7	2	23	60	7

By Present on Site

1	Under 20	36	6	8	17	69	« 0
2	20 or over	53	9	2	28	53	8

By Quarter

1	Quarter 1	22	9	« 0	41	45	5
2	Quarter 2	20	10	« 0	30	60	« 0
3	Quarter 3	26	8	8	15	62	8
4	Quarter 4	23	4	9	13	70	4

Q. A1ATX - Thinking of your most recent Audit by the Fire & Rescue Service (FRS), was the visit...? Other

- FOLLOWING AN ALARM ACTIVATION BY THE ENGINEER.
- FOLLOWING FALSE ALARM ACTIVATION.
- FOLLOWING FALSE ALARM.
- REQUESTED POST CQC INSPECTION.

Q. A1B - How long did the FRS take to undertake the Audit visit following initial contact?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Less than 1 week	12	13%	12	35%
2	1 week but less than 2 weeks	12	13%	12	35%
3	2 weeks but less than 5 weeks	8	9%	8	24%
4	5 weeks or more	2	2%	2	6%
NAN	Not Answered	2	2%	-	-
CR	Can't remember	3	3%	-	-
NAS	Not Asked	54	58%	-	-
Total		93	100%	34	100%

	Count	RESPONSE OPTIONS			
		1	2	3	4
	N	%	%	%	%
Overall Figures	34	35	35	24	6

By Employed on Site

1	Under 20	16	38	31	19	12
2	20 or over	17	29	41	29	0

By Present on Site

1	Under 20	9	56	22	11	11
2	20 or over	24	25	42	29	4

By Quarter

1	Quarter 1	12	25	17	50	8
2	Quarter 2	8	12	75	12	0
3	Quarter 3	8	50	38	12	0
4	Quarter 4	6	67	17	0	17

Q. A1BTX - How long did the FRS take to undertake the Audit visit following initial contact? 5 weeks or more

- 6 WEEKS.
- EMAIL COMPLAINT MADE IN SEPTEMBER 09.

Q. A2A - Thinking about your initial contact with the FRS, do you agree or disagree that they were...? Polite

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	74	80%	74	82%
TA	Tend to agree	15	16%	15	17%
NAND	Neither agree nor disagree	1	1%	1	1%
NAN	Not Answered	3	3%	-	-
Total		93	100%	90	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	90	82	17	1

By Employed on Site

1	Under 20	48	79	19	2
2	20 or over	42	86	14	0

By Present on Site

1	Under 20	37	76	22	3
2	20 or over	52	87	13	0

By Quarter

1	Quarter 1	23	70	30	0
2	Quarter 2	18	78	22	0
3	Quarter 3	26	88	12	0
4	Quarter 4	23	91	« 4	4

Q. A2B - Thinking about your initial contact with the FRS, do you agree or disagree that they were...? Helpful

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	71	76%	71	80%
TA	Tend to agree	14	15%	14	16%
NAND	Neither agree nor disagree	2	2%	2	2%
TD	Tend to disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
NAN	Not Answered	4	4%	-	-
Total		93	100%	89	100%

	Count	RESPONSE OPTIONS				
		SA	TA	NAND	TD	SD
	N	%	%	%	%	%
Overall Figures	89	80	16	2	1	1

By Employed on Site

1	Under 20	48	79	15	2	2	2
2	20 or over	41	80	17	2	0	0

By Present on Site

1	Under 20	37	73	19	3	3	3
2	20 or over	51	84	14	2	0	0

By Quarter

1	Quarter 1	23	65	26	4	4	0
2	Quarter 2	18	78	17	0	0	6
3	Quarter 3	25	88	12	0	0	0
4	Quarter 4	23	87	9	4	0	0

Q. A2C - Thinking about your initial contact with the FRS, do you agree or disagree that they were...? Efficient

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	73	78%	73	81%
TA	Tend to agree	14	15%	14	16%
NAND	Neither agree nor disagree	2	2%	2	2%
SD	Strongly disagree	1	1%	1	1%
NAN	Not Answered	3	3%	-	-
Total		93	100%	90	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	SD
	N	%	%	%	%
Overall Figures	90	81	16	2	1

By Employed on Site

1	Under 20	48	85	10	2	2
2	20 or over	42	76	21	2	0

By Present on Site

1	Under 20	37	78	16	3	3
2	20 or over	52	83	15	2	0

By Quarter

1	Quarter 1	23	61	30	9	0
2	Quarter 2	19	79	16	0	5
3	Quarter 3	25	92	8	0	0
4	Quarter 4	23	91	9	0	0

Q. A2D - Thinking about your initial contact with the FRS, do you agree or disagree that they were...? Informative

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	70	75%	70	78%
TA	Tend to agree	18	19%	18	20%
NAND	Neither agree nor disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
NAN	Not Answered	3	3%	-	-
Total		93	100%	90	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	SD
	N	%	%	%	%
Overall Figures	90	78	20	1	1

By Employed on Site

1	Under 20	48	79	19	0	2
2	20 or over	41	78	20	2	0

By Present on Site

1	Under 20	37	70	27	0	3
2	20 or over	51	84	14	2	0

By Quarter

1	Quarter 1	23	57	35	4	4
2	Quarter 2	19	79	21	0	0
3	Quarter 3	25	84	16	0	0
4	Quarter 4	23	91	9	0	0

Q. A3A - Thinking about your initial contact with the FRS, how satisfied or dissatisfied were you with the service you received?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	71	76%	71	77%
FS	Fairly satisfied	17	18%	17	18%
NSND	Neither satisfied nor dissatisfied	2	2%	2	2%
VD	Very dissatisfied	2	2%	2	2%
NAN	Not Answered	1	1%	-	-
Total		93	100%	92	100%

	Count	RESPONSE OPTIONS			
		VS	FS	NSND	VD
	N	%	%	%	%
Overall Figures	92	77	18	2	2

By Employed on Site

1	Under 20	48	77	15	4	4
2	20 or over	43	79	21	0	0

By Present on Site

1	Under 20	37	76	14	5	5
2	20 or over	53	79	21	0	0

By Quarter

1	Quarter 1	23	65	30	4	0
2	Quarter 2	20	75	10	5	10
3	Quarter 3	26	96»	«4	0	0
4	Quarter 4	23	70	30	0	0

Q. A3BTX - If you were dissatisfied, please explain why.

- UPON VISIT OF PREMISES I WAS SATISFIED, ONCE REPORT RECEIVED. I HAVE TO SAY THAT HYPOCRISY SEEMED TO BE OF NATURE.

Q. A4 - Following your initial contact with the FRS, did you understand why the Fire Safety Audit was needed?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	90	97%	90	98%
No	No	2	2%	2	2%
NAN	Not Answered	1	1%	-	-
Total		93	100%	92	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		92	98	2

By Employed on Site

1	Under 20	47	100	0
2	20 or over	44	98	2

By Present on Site

1	Under 20	37	100	0
2	20 or over	53	98	2

By Quarter

1	Quarter 1	23	96	4
2	Quarter 2	20	95	5
3	Quarter 3	26	100	0
4	Quarter 4	23	100	0

Q. B1A - Was an appointment made for a Fire Safety Officer to visit your premises?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	93	100%	93	100%
	Total	93	100%	93	100%

Q. B1B - If yes, was the appointment kept by the Fire Safety Officer?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	91	98%	91	98%
No	No	2	2%	2	2%
Total		93	100%	93	100%

			RESPONSE OPTIONS		
			Count	Yes	No
			N	%	%
Overall Figures			93	98	2

By Employed on Site

1	Under 20	48	98	2
2	20 or over	44	98	2

By Present on Site

1	Under 20	37	97	3
2	20 or over	54	98	2

By Quarter

1	Quarter 1	23	100	0
2	Quarter 2	20	100	0
3	Quarter 3	26	96	4
4	Quarter 4	24	96	4

Q. B1CA - If the appointment was not kept, were you given...? Advanced warning

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
No	No	1	1%	1	100%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	91	98%	-	-
Total		93	100%	1	100%

Q. B1CB - If the appointment was not kept, were you given...? A reasonable explanation

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
No	No	1	1%	1	100%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	91	98%	-	-
Total		93	100%	1	100%

Q. B1CC - If the appointment was not kept, were you given...? An apology

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	1	1%	1	50%
No	No	1	1%	1	50%
NAS	Not Asked	91	98%	-	-
Total		93	100%	2	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		2	50	50

By Employed on Site

1	Under 20	1	0	100
2	20 or over	1	100	0

By Present on Site

1	Under 20	1	100	0
2	20 or over	1	0	100

By Quarter

3	Quarter 3	1	100	0
4	Quarter 4	1	0	100

Q. B2A - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Was punctual

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	81	87%	81	87%
TA	Tend to agree	10	11%	10	11%
NAND	Neither agree nor disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
Total		93	100%	93	100%

	RESPONSE OPTIONS				
	Count	SA	TA	NAND	SD
	N	%	%	%	%
Overall Figures	93	87	11	1	1

By Employed on Site

1	Under 20	48	88	10	2	0
2	20 or over	44	89	9	0	2

By Present on Site

1	Under 20	37	81	14	3	3
2	20 or over	54	93	7	0	0

By Quarter

1	Quarter 1	23	78	17	4	0
2	Quarter 2	20	80	20	0	0
3	Quarter 3	26	96	0	0	4
4	Quarter 4	24	92	8	0	0

Q. B2B - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Was polite

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	83	89%	83	89%
TA	Tend to agree	9	10%	9	10%
NAND	Neither agree nor disagree	1	1%	1	1%
Total		93	100%	93	100%

	RESPONSE OPTIONS			
	Count	SA	TA	NAND
	N	%	%	%
Overall Figures	93	89	10	1

By Employed on Site

		Count	SA	TA	NAND
1	Under 20	48	90	10	0
2	20 or over	44	91	7	2

By Present on Site

		Count	SA	TA	NAND
1	Under 20	37	86	14	0
2	20 or over	54	93	6	2

By Quarter

		Count	SA	TA	NAND
1	Quarter 1	23	83	13	4
2	Quarter 2	20	85	15	0
3	Quarter 3	26	100»	«0	0
4	Quarter 4	24	88	12	0

Q. B2C - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Was helpful

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	82	88%	82	88%
TA	Tend to agree	8	9%	8	9%
NAND	Neither agree nor disagree	1	1%	1	1%
TD	Tend to disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
Total		93	100%	93	100%

	Count	RESPONSE OPTIONS				
		SA	TA	NAND	TD	SD
	N	%	%	%	%	%
Overall Figures	93	88	9	1	1	1

By Employed on Site

1	Under 20	48	88	8	0	2	2
2	20 or over	44	91	7	2	0	0

By Present on Site

1	Under 20	37	84	11	0	3	3
2	20 or over	54	93	6	2	0	0

By Quarter

1	Quarter 1	23	83	9	4	4	0
2	Quarter 2	20	80	15	0	0	5
3	Quarter 3	26	100»	«0	0	0	0
4	Quarter 4	24	88	12	0	0	0

Q. B2D - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Was efficient

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	82	88%	82	89%
TA	Tend to agree	8	9%	8	9%
NAND	Neither agree nor disagree	2	2%	2	2%
NAN	Not Answered	1	1%	-	-
Total		93	100%	92	100%

	Count	RESPONSE OPTIONS		
		SA	TA	NAND
	N	%	%	%
Overall Figures	92	89	9	2

By Employed on Site

1	Under 20	47	89	6	4
2	20 or over	44	91	9	0

By Present on Site

1	Under 20	36	86	8	6
2	20 or over	54	93	7	0

By Quarter

1	Quarter 1	22	82	14	5
2	Quarter 2	20	85	10	5
3	Quarter 3	26	100»	«0	0
4	Quarter 4	24	88	12	0

Q. B2E - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Was informative

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	81	87%	81	90%
TA	Tend to agree	7	8%	7	8%
NAND	Neither agree nor disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
NAN	Not Answered	3	3%	-	-
Total		93	100%	90	100%

	Count	RESPONSE OPTIONS			
		SA	TA	NAND	SD
	N	%	%	%	%
Overall Figures	90	90	8	1	1

By Employed on Site

1	Under 20	47	87	9	2	2
2	20 or over	42	95	5	0	0

By Present on Site

1	Under 20	36	83	11	3	3
2	20 or over	52	96	4	0	0

By Quarter

1	Quarter 1	22	86	9	0	5
2	Quarter 2	19	84	11	5	0
3	Quarter 3	25	100»	«0	0	0
4	Quarter 4	24	88	12	0	0

Q. B2F - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Informed you about the format of the visit

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	80	86%	80	86%
TA	Tend to agree	11	12%	11	12%
NAND	Neither agree nor disagree	1	1%	1	1%
TD	Tend to disagree	1	1%	1	1%
Total		93	100%	93	100%

	RESPONSE OPTIONS				
	Count	SA	TA	NAND	TD
	N	%	%	%	%
Overall Figures	93	86	12	1	1

By Employed on Site

1	Under 20	48	85	12	2	0
2	20 or over	44	89	9	0	2

By Present on Site

1	Under 20	37	84	14	3	0
2	20 or over	54	89	9	0	2

By Quarter

1	Quarter 1	23	78	13	4	4
2	Quarter 2	20	90	10	0	0
3	Quarter 3	26	92	8	0	0
4	Quarter 4	24	83	17	0	0

Q. B2G - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Informed you about any areas of concern throughout the visit

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	81	87%	81	89%
TA	Tend to agree	9	10%	9	10%
NAND	Neither agree nor disagree	1	1%	1	1%
NAN	Not Answered	2	2%	-	-
Total		93	100%	91	100%

Overall Figures	RESPONSE OPTIONS			
	Count	SA	TA	NAND
	N	%	%	%
Overall Figures	91	89	10	1

By Employed on Site

1	Under 20	46	89	11	0
2	20 or over	44	91	7	2

By Present on Site

1	Under 20	36	89	11	0
2	20 or over	53	91	8	2

By Quarter

1	Quarter 1	22	77	18	5
2	Quarter 2	20	90	10	0
3	Quarter 3	26	100»	«0	0
4	Quarter 4	23	87	13	0

Q. B2H - Do you agree or disagree that the Fire Safety Officer who carried out the visit...? Gave you the chance to discuss the results of the Audit visit

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	76	82%	76	83%
TA	Tend to agree	9	10%	9	10%
NAND	Neither agree nor disagree	2	2%	2	2%
TD	Tend to disagree	3	3%	3	3%
SD	Strongly disagree	2	2%	2	2%
NAN	Not Answered	1	1%	-	-
Total		93	100%	92	100%

	Count	RESPONSE OPTIONS				
		SA	TA	NAND	TD	SD
	N	%	%	%	%	%
Overall Figures	92	83	10	2	3	2

By Employed on Site

1	Under 20	47	81	11	2	4	2
2	20 or over	44	86	7	2	2	2

By Present on Site

1	Under 20	36	78	11	3	6	3
2	20 or over	54	87	7	2	2	2

By Quarter

1	Quarter 1	23	70	17	4	4	4
2	Quarter 2	20	85	5	0	5	5
3	Quarter 3	26	96»	4	0	<0	0
4	Quarter 4	23	78	13	4	4	0

**Q. B2I - Do you agree or disagree that the Fire Safety Officer who carried out the visit...?
Gave you the chance to suggest alternative solutions**

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	69	74%	69	76%
TA	Tend to agree	14	15%	14	15%
NAND	Neither agree nor disagree	3	3%	3	3%
TD	Tend to disagree	3	3%	3	3%
SD	Strongly disagree	2	2%	2	2%
NAN	Not Answered	2	2%	-	-
Total		93	100%	91	100%

	Count	RESPONSE OPTIONS				
		SA	TA	NAND	TD	SD
	N	%	%	%	%	%
Overall Figures	91	76	15	3	3	2

By Employed on Site

1	Under 20	46	74	17	2	2	4
2	20 or over	44	80	11	5	5	0

By Present on Site

1	Under 20	36	69	19	3	3	6
2	20 or over	53	81	11	4	4	0

By Quarter

1	Quarter 1	23	61	26	4	4	4
2	Quarter 2	20	75	10	5	5	5
3	Quarter 3	26	92	4	4	0	0
4	Quarter 4	22	73	23	0	5	0

Q. B3 - Do you agree or disagree that the Audit visit caused minimal disruption to your business?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	67	72%	67	72%
TA	Tend to agree	25	27%	25	27%
NAND	Neither agree nor disagree	1	1%	1	1%
Total		93	100%	93	100%

	RESPONSE OPTIONS			
	Count	SA	TA	NAND
	N	%	%	%
Overall Figures	93	72	27	1

By Employed on Site

		Count	SA	TA	NAND
1	Under 20	48	77	23	0
2	20 or over	44	68	30	2

By Present on Site

		Count	SA	TA	NAND
1	Under 20	37	76	24	0
2	20 or over	54	70	28	2

By Quarter

		Count	SA	TA	NAND
1	Quarter 1	23	65	30	4
2	Quarter 2	20	80	20	0
3	Quarter 3	26	77	23	0
4	Quarter 4	24	67	33	0

Q. B4A - Thinking about the Fire Safety Officer's visit, how satisfied or dissatisfied were you with the service you received?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	75	81%	75	81%
FS	Fairly satisfied	13	14%	13	14%
NSND	Neither satisfied nor dissatisfied	2	2%	2	2%
FD	Fairly dissatisfied	2	2%	2	2%
VD	Very dissatisfied	1	1%	1	1%
Total		93	100%	93	100%

	Count	RESPONSE OPTIONS				
		VS	FS	NSND	FD	VD
		%	%	%	%	%
Overall Figures	93	81	14	2	2	1

By Employed on Site

		Count	VS	FS	NSND	FD	VD
1	Under 20	48	77	15	2	4	2
2	20 or over	44	86	11	2	0	0

By Present on Site

		Count	VS	FS	NSND	FD	VD
1	Under 20	37	73	16	3	5	3
2	20 or over	54	87	11	2	0	0

By Quarter

		Count	VS	FS	NSND	FD	VD
1	Quarter 1	23	74	17	4	4	0
2	Quarter 2	20	80	10	5	0	5
3	Quarter 3	26	96»	4	0	0	0
4	Quarter 4	24	71	25	0	4	0

Q. B4BTX - If you were dissatisfied, please explain why.

- BECAUSE I DON'T THINK HE FULLY LOOKED AT WHAT WAS ALREADY IN PLACE.
- NO SPECIFIC ADVICE PROVIDED - DID NOT ASK FOR EVIDENCE OF MAINTENANCE BUT MARKED THIS AS NON COMPLAINT.
- WE HAD A NICE CHAT, NOTHING THAT I SAID WAS TAKEN INTO ACCOUNT, HIS FOCUS WAS UNFORTUNATELY NOT COMPETENT.

Q. C1A - Following the Audit visit, did you need to take any action?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	63	68%	63	68%
No	No	30	32%	30	32%
Total		93	100%	93	100%

			RESPONSE OPTIONS		
			Count	Yes	No
			N	%	%
Overall Figures			93	68	32

By Employed on Site

1	Under 20	48	69	31
2	20 or over	44	66	34

By Present on Site

1	Under 20	37	70	30
2	20 or over	54	65	35

By Quarter

1	Quarter 1	23	87»	«13
2	Quarter 2	20	65	35
3	Quarter 3	26	65	35
4	Quarter 4	24	54	46

Q. C1B - Were you informed of the action required at the time of the visit?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	59	63%	59	95%
No	No	3	3%	3	5%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	30	32%	-	-
Total		93	100%	62	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		62	95	5

By Employed on Site

1	Under 20	32	94	6
2	20 or over	29	100	0

By Present on Site

1	Under 20	25	92	8
2	20 or over	35	100	0

By Quarter

1	Quarter 1	19	95	5
2	Quarter 2	13	85	15
3	Quarter 3	17	100	0
4	Quarter 4	13	100	0

Q. C1C - Were the reasons for the actions required explained to you at the time of the visit?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	58	62%	58	98%
No	No	1	1%	1	2%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	33	35%	-	-
Total		93	100%	59	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		59	98	2

By Employed on Site

1	Under 20	30	97	3
2	20 or over	29	100	0

By Present on Site

1	Under 20	23	96	4
2	20 or over	35	100	0

By Quarter

1	Quarter 1	18	100	0
2	Quarter 2	11	100	0
3	Quarter 3	17	94	6
4	Quarter 4	13	100	0

Q. C1D - Did you understand the reasons given?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	59	63%	59	100%
NAS	Not Asked	34	37%	-	-
	Total	93	100%	59	100%

Q. C2A - In your opinion, were the actions agreed with you reasonable?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	55	59%	55	90%
No	No	6	6%	6	10%
NAN	Not Answered	2	2%	-	-
NAS	Not Asked	30	32%	-	-
Total		93	100%	61	100%

			RESPONSE OPTIONS		
			Count	Yes	No
			N	%	%
Overall Figures			61	90	10

By Employed on Site

1	Under 20	32	88	12
2	20 or over	28	93	7

By Present on Site

1	Under 20	25	84	16
2	20 or over	34	94	6

By Quarter

1	Quarter 1	20	90	10
2	Quarter 2	12	92	8
3	Quarter 3	17	88	12
4	Quarter 4	12	92	8

Q. C2BTX - If no, please explain why.

- ACTIONS CONTRADICTED VERBAL ADVICE, BUT WAS TOLD THAT WHAT WE WERE DOING WAS OK AND NOW IT'S TURNED UP AS A FAILURE.
- BECAUSE HE DID NOT LISTEN.
- BECAUSE WE HAD MOST IN PLACE, JUST IN DIFFERENT FORMAT.
- EVIDENCE NOT REQUESTED BUT NOTED AS NON COMPLAINT.
- SIMILAR CONTROLS ARE IN PLACE AT OTHER SITES AND THESE HAVE BEEN ASSESSED AS COMPLIANT / ADEQUATE.
- WE HAVE AN ADEQUATE REGIME OF MAINTENANCE FOR THE SIZE AND EQUIPMENT OF OUR PREMISES AND THE EXTRA MAINTENANCE REQUIRED WILL INCUR CONSIDERABLE COST.

Q. D1 - Have you received a written Audit report following the Audit visit?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	77	83%	77	83%
No	No	16	17%	16	17%
Total		93	100%	93	100%

			RESPONSE OPTIONS		
			Count	Yes	No
			N	%	%
Overall Figures			93	83	17

By Employed on Site

1	Under 20	48	81	19
2	20 or over	44	86	14

By Present on Site

1	Under 20	37	78	22
2	20 or over	54	87	13

By Quarter

1	Quarter 1	23	91	9
2	Quarter 2	20	80	20
3	Quarter 3	26	88	12
4	Quarter 4	24	71	29

Q. D2A - Do you agree or disagree that the Audit report...? Was easy to understand

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	55	59%	55	71%
TA	Tend to agree	19	20%	19	25%
NAND	Neither agree nor disagree	1	1%	1	1%
TD	Tend to disagree	1	1%	1	1%
SD	Strongly disagree	1	1%	1	1%
NAS	Not Asked	16	17%	-	-
Total		93	100%	77	100%

		RESPONSE OPTIONS					
		Count	SA	TA	NAND	TD	SD
		N	%	%	%	%	%
Overall Figures		77	71	25	1	1	1

By Employed on Site

		Count	SA	TA	NAND	TD	SD
1	Under 20	39	74	18	3	3	3
2	20 or over	38	68	32	0	0	0

By Present on Site

		Count	SA	TA	NAND	TD	SD
1	Under 20	29	69	21	3	3	3
2	20 or over	47	74	26	0	0	0

By Quarter

		Count	SA	TA	NAND	TD	SD
1	Quarter 1	21	62	33	0	5	0
2	Quarter 2	16	69	25	0	0	6
3	Quarter 3	23	91»	«9	0	0	0
4	Quarter 4	17	59	35	6	0	0

Q. D2B - Do you agree or disagree that the Audit report...? Clearly indicated any changes required

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	49	53%	49	73%
TA	Tend to agree	17	18%	17	25%
TD	Tend to disagree	1	1%	1	1%
NAN	Not Answered	10	11%	-	-
NAS	Not Asked	16	17%	-	-
Total		93	100%	67	100%

	Count	RESPONSE OPTIONS		
		SA	TA	TD
		%	%	%
Overall Figures	67	73	25	1

By Employed on Site

1	Under 20	34	79	18	3
2	20 or over	33	67	33	0

By Present on Site

1	Under 20	26	73	23	4
2	20 or over	40	75	25	0

By Quarter

1	Quarter 1	16	50	44	6
2	Quarter 2	15	87	13	0
3	Quarter 3	19	89	11	0
4	Quarter 4	17	65	35	0

Q. D3A - How satisfied or dissatisfied were you with the Audit report?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	48	52%	48	63%
FS	Fairly satisfied	22	24%	22	29%
NSND	Neither satisfied nor dissatisfied	1	1%	1	1%
FD	Fairly dissatisfied	3	3%	3	4%
VD	Very dissatisfied	2	2%	2	3%
NAN	Not Answered	1	1%	-	-
NAS	Not Asked	16	17%	-	-
Total		93	100%	76	100%

		RESPONSE OPTIONS					
		Count	VS	FS	NSND	FD	VD
		N	%	%	%	%	%
Overall Figures		76	63	29	1	4	3

By Employed on Site

		Count	VS	FS	NSND	FD	VD
1	Under 20	39	62	28	0	5	5
2	20 or over	37	65	30	3	3	0

By Present on Site

		Count	VS	FS	NSND	FD	VD
1	Under 20	29	55	31	0	7	7
2	20 or over	46	70	26	2	2	0

By Quarter

		Count	VS	FS	NSND	FD	VD
1	Quarter 1	21	52	38	0	10	0
2	Quarter 2	15	80	13	0	0	7
3	Quarter 3	23	70	26	0	0	4
4	Quarter 4	17	53	35	6	6	0

Q. D3BTX - If you were dissatisfied with the Audit report, please explain why.

- I THINK IT COULD BE WORDED DIFFERENTLY.
- NOT CONSISTENT WITH PREVIOUS REPORTS / INSPECTIONS FOR THE SAME SITE. (DIFFERENT INSPECTOR).
- NOT SPECIFIC ENOUGH AND NOT DISCUSSED AT TIME OF INSPECTION.
- NOTING THAT I SAID WAS TAKEN INTO CONSIDERATION.
- WE WERE INFORMED OF THE INADEQUACIES OF OUR SCHEDULE BUT CONGRATULATED AT THE VISIT ON THE SYSTEMS AND PROCEDURES IN PLACE.

Q. D4A - Once the visit appointment was made, did the same Fire Safety Officer deal with you throughout the entire Audit process?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	87	94%	87	97%
No	No	3	3%	3	3%
NAN	Not Answered	3	3%	-	-
Total		93	100%	90	100%

		RESPONSE OPTIONS		
		Count	Yes	No
		N	%	%
Overall Figures		90	97	3

By Employed on Site

1	Under 20	45	98	2
2	20 or over	44	95	5

By Present on Site

1	Under 20	34	97	3
2	20 or over	54	96	4

By Quarter

1	Quarter 1	23	100	0
2	Quarter 2	20	100	0
3	Quarter 3	26	96	4
4	Quarter 4	21	90	10

Q. D4B - How satisfied or dissatisfied were you with the level of consistency exhibited by the Fire Safety Officer(s)?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	73	78%	73	78%
FS	Fairly satisfied	14	15%	14	15%
NSND	Neither satisfied nor dissatisfied	3	3%	3	3%
FD	Fairly dissatisfied	3	3%	3	3%
Total		93	100%	93	100%

	RESPONSE OPTIONS				
	Count	VS	FS	NSND	FD
	N	%	%	%	%
Overall Figures	93	78	15	3	3

By Employed on Site

1	Under 20	48	77	15	4	4	
2	20 or over	44	82	14	2	2	

By Present on Site

1	Under 20	37	70	19	5	5	
2	20 or over	54	85	11	2	2	

By Quarter

1	Quarter 1	23	78	13	<0	9	
2	Quarter 2	20	80	15	5	<0	
3	Quarter 3	26	92»	«4	4	<0	
4	Quarter 4	24	62	29	4	4	

Q. E1 - Overall, was the Audit Service you received from the Fire & Rescue Service...?

MULTI-RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Helpful	81	87%	81	88%
F	Fair	59	63%	59	64%
3	Efficient	61	66%	61	66%
4	Too authoritarian	2	2%	2	2%
5	Too vague or inconsistent	2	2%	2	2%
7	Other	2	2%	2	2%
NAN	Not answered	1	1%	1	-
Respondent Count		93		92	
Total Number of Responses		208		207	

	MULTI-RESPONSE OPTIONS						
	Count	1	F	3	4	5	7
	N	%	%	%	%	%	%
Overall Figures	92	88	64	66	2	2	2

By Employed on Site

	Count	1	F	3	4	5	7
1 Under 20	48	83	62	67	4	2	4
2 20 or over	44	93	66	66	0	2	0

By Present on Site

	Count	1	F	3	4	5	7
1 Under 20	37	81	62	68	5	3	5
2 20 or over	54	93	65	65	0	2	0

By Quarter

	Count	1	F	3	4	5	7
1 Quarter 1	23	78	65	70	4	9	4
2 Quarter 2	19	84	63	63	0	0	5
3 Quarter 3	26	96	54	58	0	0	0
4 Quarter 4	24	92	75	75	4	0	0

**Q. E1TX - Overall, was the Audit Service you received from the Fire & Rescue Service...?
Other**

- EXCELLENT.
- NOT FAIR.

Q. E2 - Taking everything into account, how satisfied or dissatisfied were you with the Fire Safety Audit service?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very satisfied	75	81%	75	81%
FS	Fairly satisfied	14	15%	14	15%
NSND	Neither satisfied nor dissatisfied	2	2%	2	2%
FD	Fairly dissatisfied	2	2%	2	2%
Total		93	100%	93	100%

	RESPONSE OPTIONS				
	Count	VS	FS	NSND	FD
	N	%	%	%	%
Overall Figures	93	81	15	2	2

By Employed on Site

1	Under 20	48	81	12	4	2
2	20 or over	44	82	16	0	2

By Present on Site

1	Under 20	37	78	14	5	3
2	20 or over	54	83	15	0	2

By Quarter

1	Quarter 1	23	74	13	4	9
2	Quarter 2	20	80	15	5	0
3	Quarter 3	26	88	12	0	0
4	Quarter 4	24	79	21	0	0

Q. E3 - Do you agree or disagree that, as a result of the Audit process, you feel you are better equipped to manage risk in your premises?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	59	63%	59	63%
TA	Tend to agree	23	25%	23	25%
NAND	Neither agree nor disagree	8	9%	8	9%
TD	Tend to disagree	1	1%	1	1%
SD	Strongly disagree	2	2%	2	2%
Total		93	100%	93	100%

	Count	RESPONSE OPTIONS				
		SA	TA	NAND	TD	SD
	N	%	%	%	%	%
Overall Figures	93	63	25	9	1	2

By Employed on Site

1	Under 20	48	62	25	8	2	2
2	20 or over	44	66	23	9	0	2

By Present on Site

1	Under 20	37	59	27	8	3	3
2	20 or over	54	67	22	9	0	2

By Quarter

1	Quarter 1	23	57	26	9	0	9
2	Quarter 2	20	65	20	15	0	0
3	Quarter 3	26	65	23	8	4	0
4	Quarter 4	24	67	29	4	0	0

Q. E4TX - Do you have any other comments or suggestions about the Audit process?

- FRASER AND LANCE PUT YOU AT EASE AND TALKED YOU THROUGH EVERY PROCESS, WHY IT WAS NEEDED ETC. VERY EFFECTIVE AND EFFICIENT. I WOULD RECOMMEND THEM TO ANY PERSONS NEEDING A FIRE AUDIT.
- IT WOULD BE BETTER IF THE FIRE SERVICE WOULD GIVE FORMAL ADVICE AS PREVIOUSLY.
- LISTEN AND UNDERSTAND!
- OFFICER WAS PROACTIVE, POLITE, PUNCTUAL AND CONSTRUCTIVE. HE BUILT TRUST AND RESPECT AND I AM GRATEFUL FOR THE SERVICE.
- THAT IT SHOULD BE CONSISTENT, CHECKED OTHER PREMISES WE OWN 2009 AND NO MAJOR CHANGES REQUIRED.
- THE FIRE SAFETY OFFICER DISAGREED WITH HIS PREDECESSOR, AS DOCUMENTED IN OUR BUILDING PLAN, HENCE FIVE NEW DETECTORS AND ONE NEW LIGHT!
- THERE IS ALWAYS INCONSISTENCY BETWEEN DIFFERENT INSPECTORS.
- VERY PROFESSIONALLY DONE BUT WITH THE HUMAN TOUCH. A VERY FAIR BUT DILIGENT APPROACH.
- WE WELCOME ANY AND ALL HELP/ADVICE, WELCOMED THE VISIT. IT HAS BEEN SEVERAL YEARS SINCE PREVIOUS.

Q. F1 - What do you consider to be the main use of your site?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Hotel	7	8%	7	8%
2	Hostel	3	3%	3	3%
3	House of multiple occupancy	2	2%	2	2%
4	Flats	4	4%	4	4%
5	Office	9	10%	9	10%
6	Hospital	2	2%	2	2%
7	Care	36	39%	36	39%
8	Factory or warehouse	6	6%	6	6%
9	Licensed premises	3	3%	3	3%
11	Education	5	5%	5	5%
12	Public building	5	5%	5	5%
13	Shop	6	6%	6	6%
15	B&B/Guest house	2	2%	2	2%
16	Other	3	3%	3	3%
Total		93	100%	93	100%

	Count	RESPONSE OPTIONS												
		1	2	3	4	5	6	7	8	9	11	12	13	
		N	%	%	%	%	%	%	%	%	%	%	%	%
Overall Figures	93	8	3	2	4	10	2	39	6	3	5	5	6	

By Employed on Site

1	Under 20	48	12	6	2	8	« 2	0	38	2	4	4	8	10
2	20 or over	44	2	< 0	2	<< 0	18	5	41	11	2	7	2	2

	Count	RESPONSE OPTIONS	
		15	16
		N	%
Overall Figures	93	6	2

By Site

1	Under 20	48	2	< 0
2	20 or over	44	0	7

Q. F1 - What do you consider to be the main use of your site?. . . Continued

		RESPONSE OPTIONS												
		Count	1	2	3	4	5	6	7	8	9	11	12	13
		N	%	%	%	%	%	%	%	%	%	%	%	%
Overall Figures		93	8	3	2	4	10	2	39	6	3	5	5	6

By Present on Site

1	Under 20	37	11	3	3	3	<3	0	51	3	<0	3	5	14
2	20 or over	54	6	4	2	6	15	4	31	9	4	7	6	2

		RESPONSE OPTIONS		
		Count	15	16
		N	%	%
Overall Figures		93	6	2

By Present on Site

1	Under 20	37	3	<0
2	20 or over	54	0	6

		RESPONSE OPTIONS												
		Count	1	2	3	4	5	6	7	8	9	11	12	13
		N	%	%	%	%	%	%	%	%	%	%	%	%
Overall Figures		93	8	3	2	4	10	2	39	6	3	5	5	6

By Quarter

1	Quarter 1	23	4	9	4	4	26	9	<0	4	9	<0	9	13
2	Quarter 2	20	15	<0	0	10	5	0	30	15	<0	5	5	5
3	Quarter 3	26	8	4	0	<0	4	0	54	4	<0	8	8	8
4	Quarter 4	24	4	<0	4	4	4	0	67	4	4	8	<0	<0

		RESPONSE OPTIONS		
		Count	15	16
		N	%	%
Overall Figures		93	6	2

By Quarter

1	Quarter 1	23	4	4
2	Quarter 2	20	5	5
3	Quarter 3	26	0	4
4	Quarter 4	24	0	<0

Q. F1TX - What do you consider to be the main use of your site? Other

- SHELTERED ACCOM.
- THEATRE.
- WASTE TRANSFER STATION.

Q. F2 - How many people are employed on your site?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Less than 20	48	52%	48	52%
2	21 to 49	19	20%	19	21%
3	50 to 99	16	17%	16	17%
4	100 to 999	8	9%	8	9%
5	1000 or more	1	1%	1	1%
NAN	Not Answered	1	1%	-	-
Total		93	100%	92	100%

		RESPONSE OPTIONS					
		Count	1	2	3	4	5
		N	%	%	%	%	%
Overall Figures		92	52	21	17	9	1

By Employed on Site

1	Under 20	48	100»	«0	«0	«0	0
2	20 or over	44	«0	43»	36»	18	2

By Present on Site

1	Under 20	37	92»	«5	«3	«0	0
2	20 or over	54	«26	30	28	15	2

By Quarter

1	Quarter 1	23	61	13	9	13	4
2	Quarter 2	19	53	21	11	16	0
3	Quarter 3	26	46	23	27	4	0
4	Quarter 4	24	50	25	21	4	0

Q. F3 - On average, how many people are there present on site at any one time?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Less than 20	37	40%	37	41%
2	20 to 49	25	27%	25	27%
3	50 to 99	16	17%	16	18%
4	100 to 999	12	13%	12	13%
5	1000 or more	1	1%	1	1%
NAN	Not Answered	2	2%	-	-
Total		93	100%	91	100%

		RESPONSE OPTIONS					
		Count	1	2	3	4	5
		N	%	%	%	%	%
Overall Figures		91	41	27	18	13	1

By Employed on Site

1	Under 20	48	71»	17	10	«2	0
2	20 or over	43	«7	40	26	26	2

By Present on Site

1	Under 20	37	100»	«0	«0	«0	0
2	20 or over	54	«0	46»	30	22	2

By Quarter

1	Quarter 1	23	48	22	22	4	4
2	Quarter 2	19	32	37	16	16	0
3	Quarter 3	26	35	27	15	23	0
4	Quarter 4	23	48	26	17	9	0



Fire Safety Audit Survey



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 cross the correct one.

**This questionnaire is for the whole organisation.
Please ensure all sections are filled in by the appropriate people.**

SECTION A INITIAL CONTACT

A1a Thinking of your most recent Audit by the Fire & Rescue Service (FRS), was the visit...?
(Please cross **one** box only)

Requested by you to get advice ₁ → Please answer A1b & following questions

Requested by you to comply with legislation ₂ → Please answer A1b & following questions

Following complaint/fire ₃ → Please answer A1b & following questions

Routine visit by the Fire and Rescue Service ₄ → Please move on to question A2

Other (please write in)

A1b How long did the FRS take to undertake the Audit visit following initial contact?
(Please cross **one** box only)

Less than 1 week ₁ 5 weeks or more (please specify)

1 week but less than 2 weeks ₂

2 weeks but less than 5 weeks ₃ Can't remember _{CR}

A2 Thinking about your initial contact with the FRS, do you agree or disagree that they were...?
(Please cross **one** box in each row)

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree
Polite	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Helpful	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Efficient	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Informative	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

A3a Thinking about your initial contact with the FRS, how satisfied or dissatisfied were you with the service you received?
(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

A3b If you were dissatisfied, please explain why.

A4 Following your initial contact with the FRS, did you understand why the Fire Safety Audit was needed?

Yes ₁

No ₂

SECTION B

ABOUT THE AUDIT VISIT

B1a Was an appointment made for a Fire Safety Officer to visit your premises?

- Yes ₁ → Please answer B1b & following questions
- No ₂ → Please move on to question B2

B1b If Yes, was the appointment kept by the Fire Safety Officer?

- Yes ₁ → Please move on to question B2
- No ₂ → Please answer B1c & following questions

B1c If the appointment was not kept, were you given...? (Please cross **one** box in each row)

- | | Yes | No |
|--------------------------------|---------------------------------------|---------------------------------------|
| Advanced warning | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| A reasonable explanation | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |
| An apology | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ |

B2 Do you agree or disagree that the Fire Safety Officer who carried out the visit...?

(Please cross **one** box in each row)

- | | Strongly Agree | Tend to Agree | Neither Agree nor Disagree | Tend to Disagree | Strongly Disagree |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| Was punctual | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Was polite | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Was helpful | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Was efficient | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Was informative | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Informed you about the format of the visit | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Informed you about any areas of concern throughout the visit | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Gave you the chance to discuss the results of the Audit visit | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| Gave you the chance to suggest alternative solutions | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |

B3 Do you agree or disagree that the Audit visit caused minimal disruption to your business?

(Please cross **one** box only)

- | Strongly Agree | Tend to Agree | Neither Agree nor Disagree | Tend to Disagree | Strongly Disagree |
|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |

B4a Thinking about the Fire Safety Officer's visit, how satisfied or dissatisfied were you with the service you received?

(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 |

B4b If you were dissatisfied, please explain why.

SECTION C

ACTIONS REQUIRED

C1a Following the Audit visit, did you need to take any action?

- Yes ₁ → Please answer C1b & following questions
- No ₂ → Please move on to Section D on next page

C1b Were you informed of the action required at the time of the visit?

Yes ₁ → Please answer C1c & following questions
No ₂ → Please move on to question C2a

C1c Were the reasons for the actions required explained to you at the time of the visit?

Yes ₁ → Please answer C1d & following questions
No ₂ → Please move on to question C2a

C1d Did you understand the reasons given?

Yes ₁
No ₂

C2a In your opinion, were the actions agreed with you reasonable?

Yes ₁ → Please move on to Section D below
No ₂ → Please answer C2b & following questions

C2b If no, please explain why.

SECTION D AFTER THE AUDIT VISIT

D1 Have you received a written Audit report following the Audit visit?

Yes ₁ → Please answer D2 & following questions
No ₂ → Please move on to question D4a

D2 Do you agree or disagree that the Audit report...? (Please cross one box in each row)

	<i>Strongly Agree</i>	<i>Tend to Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Tend to Disagree</i>	<i>Strongly Disagree</i>
Was easy to understand	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅
Clearly indicated any changes required ..	<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

D3a How satisfied or dissatisfied were you with the Audit report?

(Please cross one box only)

<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>	<i>Fairly Dissatisfied</i>	<i>Very Dissatisfied</i>
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

D3b If you were dissatisfied with the Audit report, please explain why.

D4a Once the visit appointment was made, did the same Fire Safety Officer deal with you throughout the entire Audit process?

Yes ₁
No ₂

D4b How satisfied or dissatisfied were you with the level of consistency exhibited by the Fire Safety Officer(s)?

(Please cross one box only)

<i>Very Satisfied</i>	<i>Fairly Satisfied</i>	<i>Neither Satisfied nor Dissatisfied</i>	<i>Fairly Dissatisfied</i>	<i>Very Dissatisfied</i>
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

SECTION E

OVERALL SERVICE

E1 Overall, was the Audit service you received from the Fire & Rescue Service...?

(Please cross all boxes that apply)

Helpful ₁ Too authoritarian ₄
 Fair ₂ Too vague or inconsistent ₅
 Efficient ₃ Unduly delayed ₆

Other (please write in)

E2 Taking everything into account, how satisfied or dissatisfied were you with the Fire Safety Audit service?

(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

E3 Do you agree or disagree that, as a result of the Audit process, you feel you are better equipped to manage risk in your premises?

(Please cross **one** box only)

Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree
<input type="checkbox"/> ₁	<input type="checkbox"/> ₂	<input type="checkbox"/> ₃	<input type="checkbox"/> ₄	<input type="checkbox"/> ₅

E4 Do you have any other comments or suggestions about the Audit process?

SECTION F

PROFILE

Any information provided below will be treated in the strictest confidence and is used for monitoring purposes only.

F1 What do you consider to be the main use of your site? (Please cross **one** box only)

Hotel <input type="checkbox"/> ₁	Hospital <input type="checkbox"/> ₆	Education <input type="checkbox"/> ₁₁
Hostel <input type="checkbox"/> ₂	Care <input type="checkbox"/> ₇	Public building <input type="checkbox"/> ₁₂
House of multiple occupancy <input type="checkbox"/> ₃	Factory or warehouse <input type="checkbox"/> ₈	Shop <input type="checkbox"/> ₁₃
Flats <input type="checkbox"/> ₄	Licensed premises <input type="checkbox"/> ₉	Agriculture <input type="checkbox"/> ₁₄
Office <input type="checkbox"/> ₅	Restaurant <input type="checkbox"/> ₁₀	Other (Please write in)

F2 How many people are employed on your site? (Please cross **one** box only)

Less than 20 <input type="checkbox"/> ₁	50 to 99 <input type="checkbox"/> ₃	1000 or more <input type="checkbox"/> ₅
20 to 49 <input type="checkbox"/> ₂	100 to 999 <input type="checkbox"/> ₄	

F3 On average, how many people are there present on site at any one time?

(Please cross **one** box only)

Less than 20 <input type="checkbox"/> ₁	50 to 99 <input type="checkbox"/> ₃	1000 or more <input type="checkbox"/> ₅
20 to 49 <input type="checkbox"/> ₂	100 to 999 <input type="checkbox"/> ₄	

F4 What is your full postcode?

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

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