**LGA Fire and Rescue Authority Perceptions Survey 2015**

**DB1: TEXT SUBSTITUTIONS TO USE THROUGHOUT WHERE SCRIPT REFERS TO Fire and Rescue Authorities/Services OR authority/service BASED ON FRA TYPE AND RESPONDENT ROLE**

|  |  |  |
| --- | --- | --- |
|  | **County** | **Combined, Metropolitan, London** |
| **Officer** | Fire and Rescue Service/service | Fire and Rescue Service/service |
| **Councillor** | Fire and Rescue Service/service | Fire and Rescue Authority/authority |

**Introduction**

**Good morning, afternoon, evening. My name is ...... from BMG Research, an independent research organisation.**

**We are conducting a survey on behalf of the Local Government Association to understand the views of their member Fire and Rescue Authorities/Services.**

**As you are a member of the LGA, we are keen to hear from you. The survey should take no longer than 20 minutes to complete and we would really appreciate it if you could take part.**

**Are you able to take part now, or would you like to arrange a suitable time for me to call you back?**

IF WANT TO RE-ARRANGE – CONFIRM TIME AND PHONE NUMBER, THANK AND CLOSE.

IF COMMENCING INTERVIEW, CONTINUE AS FOLLOWS:

**Thank you for agreeing to take part in this survey.**

**This survey is to help the Local Government Association – or LGA – find out from members their:**

* **understanding of the LGA and what it offers**
* **views about how this offer could be improved in the future**
* **views about possible options and priorities for future services and lobbying offered by the LGA.**

**The results will be used to help the LGA plan for the future.**

**The interview will take around 20 minutes of your time.**

**I would like to assure you that all the information provided will be treated confidentially. Only aggregated information will be used for publication, and no identifiable information about any individual authority/service or respondent will be published without prior permission.**

ARE YOU INTERVIEWING THE ORIGINAL CONTACT? IF NOT, PLEASE CONFIRM JOB TITLE WITH REFERRAL AND CODE ACCORDINGLY:

|  |
| --- |
| Officer - Chief Fire Officer (or equivalent) [*county, combined and met only*] |
| Officer - Chief Fire Officer/Chief Executive (or equivalent) [*combined, met, London*] |
| Officer – Fire Commissioner (or equivalent) [*London only*] |
|  |
| Officer – Deputy/Assistant Chief Fire Officer |
| Councillor – Cabinet member of the council - Portfolio Holder [*county only*] |
| Councillor – Chair of Fire and Rescue Authority |
| Councillor – Vice chair of Fire and Rescue Authority |
| Other: Write in |

IF REFUSE TO TAKE PART, WHY?

|  |  |
| --- | --- |
| No time/too busy | THANK & CLOSE |
| Don’t do surveys | THANK & CLOSE |
| No interest in helping LGA | THANK & CLOSE |
| Never heard of the LGA | THANK & CLOSE |
| Have heard of the LGA but know nothing about it | THANK & CLOSE |
| Other, PLEASE WRITE IN: | THANK & CLOSE |

GENERAL / BROAD QUESTIONS

**To begin with, I would like to ask you a few questions about your understanding of the LGA and its services.**

ASK ALL

**Q How well would you say you know the Local Government Association? Would you say that you…**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| Know a great deal about it | 1 | CONTINUE |
| Know a fair amount about it | 2 | CONTINUE |
| Know just a little about it | 3 | CONTINUE |
| Heard of but know nothing about it | 4 | CONTINUE |
| Never heard of it | 5 | THANK & CLOSE |
| Don’t know/ No opinion | 6 | THANK & CLOSE |

ASK ALL

**Q2. To what extent do you agree or disagree with the following statement about the Local Government Association?**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

***I understand the Local Government Association’s purpose and how it works for Fire and Rescue Authorities*/Services**

|  |  |  |
| --- | --- | --- |
| A great deal | 1 | CONTINUE |
| To some extent | 2 | CONTINUE |
| Not very much | 3 | CONTINUE |
| Not at all | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

**I would now like to ask you about what you think of the Local Government Association.**

ASK ALL

**Q3. Which of these phrases best describes the way you would speak of the Local Government Association to other people?**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| I speak positively about the Local Government Association without being asked | 1 | CONTINUE |
| I speak positively about the Local Government Association if I am asked about it | 2 | CONTINUE |
| I have no views one way or another | 3 | CONTINUE |
| I speak negatively about the Local Government Association if I am asked about it | 4 | CONTINUE |
| I speak negatively about the Local Government Association without being asked | 5 | CONTINUE |
| Don’t know | 6 | CONTINUE |

CONTACT WITH/ THE LGA / OFFER QUESTIONS

ASK ALL

**Q4. Overall, how satisfied or dissatisfied are you with the work of the Local Government Association on behalf of Fire and Rescue Authorities/Services?**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| Very satisfied | 1 | CONTINUE |
| Fairly satisfied | 2 | CONTINUE |
| Neither satisfied nor dissatisfied | 3 | CONTINUE |
| Fairly dissatisfied | 4 | CONTINUE |
| Very dissatisfied | 5 | CONTINUE |
| Don’t know/No opinion | 6 | CONTINUE |

ASK ALL

**Q5. To what extent do you agree or disagree with the following statements about the LGA? The LGA…**

RANDOMISE READOUT OF STATEMENTS. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY FOR EACH A-H.

**Q5 A … addresses the issues that are important to Fire and Rescue Authorities/Services  
Q5 B … understands what Fire and Rescue Authorities/Services need to help them improve their services and organisational capacity   
Q5 C … demonstrates value for money for the funding it receives  
Q5 D … is influential in shaping the agenda for Fire and Rescue Authorities/Services  
Q5 E …stands up for and defends the reputation of Fire and Rescue Authorities/Services  
Q5 F … effectively represents the views of its members to central government  
Q5 G … helps to set and drive improvement in the Fire and Rescue Authorities/Services  
Q5 H** **… is transparent and accountable to its members**

|  |  |  |
| --- | --- | --- |
| Strongly agree | 1 | CONTINUE |
| Tend to agree | 2 | CONTINUE |
| Neither agree nor disagree | 3 | CONTINUE |
| Tend to disagree | 4 | CONTINUE |
| Strongly disagree | 5 | CONTINUE |
| Don’t know | 6 | CONTINUE |

ASK ALL

**Q6. To what extent, if at all, has the LGA been an effective advocate for the interests of Fire and Rescue Authorities/Services?**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| A great deal | 1 | CONTINUE |
| A fair amount | 2 | CONTINUE |
| Not very much | 3 | CONTINUE |
| Not at all | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK ALL

**Q7. To what extent would you say your authority/service benefits from its relationship with the LGA?**

REVERSE READ OUT OF SCALE. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| A great deal | 1 | CONTINUE |
| A fair amount | 2 | CONTINUE |
| Not very much | 3 | CONTINUE |
| Not at all | 4 | CONTINUE |
| Doesn’t really have a relationship | 5 | CONTINUE |
| Don’t know | 6 | CONTINUE |

ASK IF Q7=3/4

**Q8. You said your authority/service benefits ‘not very much’ or ‘not at all’ from its relationship with the LGA. Why do you say that?**

OPEN RESPONSE

ASK ALL

**Q9. I am going to read out a list of activities conducted by the LGA. For each, I would like you to tell me whether they are important or not to your Fire and Rescue Authority/Service.**

RANDOMISE READOUT OF STATEMENTS. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY FOR EACH A-E.

Q9A **Providing a single voice for Fire and Rescue Authorities/Services**Q9B **Providing support and challenge for Fire and Rescue Authorities/Services to improve**Q9C **Supporting and promoting Fire and Rescue Authorities/Services who are trying to transform services to better support their communities**

Q9D **Bringing together of Fire and Rescue Authorities/Services for the Fire Commission**

|  |  |  |
| --- | --- | --- |
| Very important | 1 | CONTINUE |
| Fairly important | 2 | CONTINUE |
| Not very important | 3 | CONTINUE |
| Not at all important | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK THOSE WHO MENTION TWO OR MORE STATEMENTS AT Q9 A-E AS VERY IMPORTANT

**Q10. Of the activities you mentioned as very important, which one would you say is the *most important* of these?**

READ OUT STATEMENTS RESPONDENT MENTIONED AS VERY IMPORTANT ONLY AT Q9. RANDOMISE READOUT OF STATEMENTS. SINGLE CODE ONLY.

|  |  |  |
| --- | --- | --- |
| Providing a single voice for Fire and Rescue Authorities/Services | 1 | CONTINUE |
| Providing support and challenge for Fire and Rescue Authorities/Services to improve | 2 | CONTINUE |
| Supporting and promoting Fire and Rescue Authorities/Services who are trying to transform services to better support their communities | 3 | CONTINUE |
| Bringing together of Fire and Rescue Authorities/Services for the Fire Commission | 4 | CONTINUE |

ASK ALL

**Q11.** **Now I am going to read a list of services provided by the LGA. For each, please could you tell me whether they are useful or not to your authority/service?**

Q11 A **Lobbying on behalf of Fire and Rescue Authorities/Services**Q11 B **Providing support for sector led improvement (for example, peer challenges and mentoring, support for leadership, workforce management and productivity)**Q11 C **Providing a range of online tools to help sector led improvement (like LG Inform and access to the Knowledge Hub**Q11 D **Providing advice and information through the political group offices**Q11 E **Providing legal advice and co-ordination of legal action for Fire and Rescue Authorities/Services (for example, on retained firefighters pensions)**Q11 F **Providing up-to-date information about local government and Fire and Rescue Authorities/Services (for example, ‘first’ magazine, e-bulletins and website)**Q11 G **Providing conferences and events**Q11 H **Negotiating national pay, terms and conditions**Q11 I **Providing employment advice**

RANDOMISE READOUT OF STATEMENTS. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY FOR EACH A-E.

|  |  |  |
| --- | --- | --- |
| Very useful | 1 | CONTINUE |
| Fairly useful | 2 | CONTINUE |
| Not very useful | 3 | CONTINUE |
| Not at all useful | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK THOSE WHO MENTION TWO OR MORE STATEMENTS AT Q11 A-I AS VERY USEFUL

**Q12. Of the services you mentioned as very useful, which one would you say is the *most useful* of these?**

READ OUT STATEMENTS RESPONDENT MENTIONED AS VERY USEFUL ONLY AT Q11. RANDOMISE READOUT OF STATEMENTS. SINGLE CODE ONLY.

|  |  |  |
| --- | --- | --- |
| Lobbying on behalf of Fire and Rescue Authorities/Services | 1 | CONTINUE |
| Providing support for sector led improvement (for example, peer challenges and mentoring, support for leadership, workforce management and productivity) | 2 | CONTINUE |
| Providing a range of online tools to help sector led improvement (like LG Inform and access to Knowledge Hub | 3 | CONTINUE |
| Providing advice and information through the political group offices | 4 | CONTINUE |
| Providing legal advice and co-ordination of legal action for Fire and Rescue Authorities/Services (for example, on retained firefighters pensions) | 5 | CONTINUE |
| Providing up-to-date information about local government and Fire and Rescue Authorities/Services (for example, ‘first’ magazine, e-bulletins and website) | 6 | CONTINUE |
| Providing conferences and events | 7 | CONTINUE |
| Negotiating national pay, terms and conditions | 8 | CONTINUE |
| Providing employment advice | 9 | CONTINUE |

COMMUNICATION / ENGAGEMENT QUESTIONS

ASK ALL

**Q13. How well informed, if at all, do you think the LGA keeps you about the services it provides for Fire and Rescue Authorities/Services?**

READ OUT. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY.

|  |  |  |
| --- | --- | --- |
| Very well informed | 1 | CONTINUE |
| Fairly well informed | 2 | CONTINUE |
| Gives me only a limited amount of information | 3 | CONTINUE |
| Doesn’t tell me much at all about what it does | 4 | CONTINUE |
| Don’t know/No opinion | 5 | CONTINUE |

ASK ALL

**Q14. How do you generally find out about the services of the LGA?**

READ OUT. MULTI CODE

|  |  |  |
| --- | --- | --- |
| LGA Chairman’s weekly email | 1 | CONTINUE |
| LGA Chief Executive’s email | 2 | CONTINUE |
| Quarterly fire bulletin | 3 | CONTINUE |
| Parliamentary bulletin | 4 | CONTINUE |
| Political group offices e-bulletin | 5 | CONTINUE |
| Regular HR circulars | 6 | CONTINUE |
| ‘first’ magazine | 7 | CONTINUE |
| ‘first online’ | 8 | CONTINUE |
| LGA website | 9 | CONTINUE |
| Access to Knowledge Hub | 10 | CONTINUE |
| Media work/press releases | 11 | CONTINUE |
| Social media (for example, Twitter) | 12 | CONTINUE |
| Publications (for example, ’AnyFire’’ booklets) | 13 | CONTINUE |
| Events and conferences | 14 | CONTINUE |
| Direct contact, for example, with your principal advisor, account manager, and or the LGA fire policy team | 15 | CONTINUE |
| Comms Net | 16 | CONTINUE |
| Other | 17 | CONTINUE |

ASK ALL

**Q15. How would you prefer to find out about the services of the LGA?**UNPROMPTED. SINGLE CODE ONLY

|  |  |  |
| --- | --- | --- |
| LGA Chairman’s weekly email | 1 | CONTINUE |
| LGA Chief Executive’s email | 2 | CONTINUE |
| Quarterly fire bulletin | 3 | CONTINUE |
| Parliamentary bulletin | 4 | CONTINUE |
| Political group offices e-bulletin | 5 | CONTINUE |
| Regular HR circulars | 6 | CONTINUE |
| ‘first’ magazine | 7 | CONTINUE |
| ‘first online’ | 8 | CONTINUE |
| LGA website | 9 | CONTINUE |
| Access to Knowledge Hub | 10 | CONTINUE |
| Media work/press releases | 11 | CONTINUE |
| Social media (for example, Twitter) | 12 | CONTINUE |
| Publications (for example, ’AnyFire’ booklets) | 13 | CONTINUE |
| Events and conferences | 14 | CONTINUE |
| Direct contact, for example, with your principal advisor, account manager, and/or the LGA fire policy team | 15 | CONTINUE |
| Comms Net | 16 | CONTINUE |
| Other | 17 | CONTINUE |

**THERE IS NO QUESTION 16**

**THERE IS NO QUESTION 17**

ASK ALL

**Q18.**  **How engaged do you feel you are with the LGA?**

READ OUT. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY.

|  |  |  |
| --- | --- | --- |
| Very engaged | 1 | CONTINUE |
| Fairly engaged | 2 | CONTINUE |
| Not very engaged | 3 | CONTINUE |
| Not at all engaged | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK ALL

**Q18a. By what means do you engage with the LGA?**

READ OUT. MULTI CODE

|  |  |  |
| --- | --- | --- |
| Contacting LGA officers by email or phone | 1 | CONTINUE |
| Contacting councillors/boards by email or phone | 2 | CONTINUE |
| When contacted by LGA officers or in your role as an advisor | 3 | CONTINUE |
| Through the political group offices | 4 |  |
| Contributing via Knowledge Hub | 5 | CONTINUE |
| Contributing in LGA meetings/seminars | 6 | CONTINUE |
| Responding to LGA consultations | 7 | CONTINUE |
| Direct contact, for example, with your principal advisor, account manager, and/or the LGA fire policy team | 8 | CONTINUE |
| Acting as an LGA peer or supporting LGA development programmes | 9 | CONTINUE |
| Attending LGA events and conferences | 10 | CONTINUE |
| Visits from LGA councillors and staff to your Fire and Rescue service | 11 | CONTINUE |
| Other (please specify) | 12 | CONTINUE |

ASK ALL

**Q18b. By what means would you prefer to engage with the LGA?**

UNPROMPTED. MULTI CODE

|  |  |  |
| --- | --- | --- |
| Contacting LGA officers by email or phone | 1 | CONTINUE |
| Contacting councillors/boards by email or phone | 2 | CONTINUE |
| When contacted, by LGA officers or in your role as an advisor | 3 | CONTINUE |
| Through the political group offices | 4 |  |
| Contributing via Knowledge Hub | 5 | CONTINUE |
| Contributing in LGA meetings/seminars | 6 | CONTINUE |
| Responding to LGA consultations | 7 | CONTINUE |
| Direct contact, for example, with your principal advisor, account manager, and/or the LGA fire policy team | 8 | CONTINUE |
| Acting as an LGA peer or supporting LGA development programmes | 9 | CONTINUE |
| Attending LGA events and conferences | 10 | CONTINUE |
| Visits from LGA councillors and staff to your Fire and Rescue Service | 11 | CONTINUE |
| Other (please specify) | 12 | CONTINUE |

ASK ALL

**Q19i. In the last two years are there any examples you can think of when the LGA engaged with, or involved you, in a way that you really liked?**

|  |  |  |
| --- | --- | --- |
| Yes | 1 | CONTINUE |
| No | 2 | CONTINUE |

ASK IF Q19I=1

**Q19ii. If yes, how?**

OPEN RESPONSE

SECTOR LED IMPROVEMENT QUESTIONS

**as you may be aware, after the removal of much of the old ‘top down’ performance framework, the LGA together with councils and fire and rescue authorities/services , developed an approach known as ‘sector-led improvement’, in which local government itself challenges and supports authorities to improve and strengthen accountability to local people.**

ASK ALL

**Q20. How much, if anything, have you heard about this sector-led improvement approach?**READ OUT. SINGLE CODE ONLY.

|  |  |  |
| --- | --- | --- |
| Heard a lot | 1 | CONTINUE |
| Heard a moderate amount | 2 | CONTINUE |
| Heard a little | 3 | CONTINUE |
| Heard nothing | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK ALL

**Q21. To what extent do you agree or disagree with the following statements:**

**A The approach to sector-led improvement is the right approach in the current context   
B My authority/service is making advances in driving improvement**

|  |  |  |
| --- | --- | --- |
| Strongly agree | 1 | CONTINUE |
| Agree | 2 | CONTINUE |
| Neither agree nor disagree | 3 | CONTINUE |
| Disagree | 4 | CONTINUE |
| Strongly disagree | 5 | CONTINUE |
| Don’t know/No opinion | 6 | CONTINUE |

ASK ALL

**Q22. To what extent would you say you are confident that:**

**A Your own authority/service currently has the necessary skills and capacity to monitor its own performance and continuously improve?  
B All Fire and Rescue Authorities/Services currently have the necessary skills and capacity to monitor its own performance and continuously improve?**

|  |  |  |
| --- | --- | --- |
| To a great extent | 1 | CONTINUE |
| To a moderate extent | 2 | CONTINUE |
| To a small extent | 3 | CONTINUE |
| Not at all | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK ALL

**Q23.** **The LGA has offered a number of resources, to support the sector in taking the lead in its own improvement. Which, if any, of the following elements of the LGA’s offer have you heard about?**

Q23 A **Provision of an “Operational Assessment” and fire peer challenge, at no cost**

Q23 B **Access to the Knowledge Hub, a resource to enable people from all parts of the public sector to work together and share experiences**

Q23 C **Access to the LG Inform data service, to provide access to key data about the fire and rescue service area, and allow benchmarking and comparisons with others**

Q23 D **Member training and development (for example, provision of subsidised places on the fire leadership essentials programme)**

RANDOMISE READOUT OF STATEMENTS. REVERSE READ OUT OF SCALE. SINGLE CODE ONLY FOR EACH A-G.

|  |  |  |
| --- | --- | --- |
| Heard a lot | 1 | CONTINUE |
| Heard a moderate amount | 2 | CONTINUE |
| Heard a little | 3 | CONTINUE |
| Heard nothing | 4 | CONTINUE |
| Don’t know | 5 | CONTINUE |

ASK ALL

**Q24. Some commentators in central and local government have suggested that sector led improvement should have more ‘bite’, and that a more robust approach might help prevent the re-emergence of external inspection. Please indicate the extent to which you agree or disagree with the following statements:**

24 A **The LGA should be more challenging with Fire and Rescue Authorities/Services about their performance**24 B **All Fire and Rescue Authorities/Services should be expected to have an operational assessment and fire peer challenge, at least every four years?**24 C **The LGA should place a stronger emphasis on supporting and fostering innovation across the sector**

|  |  |  |
| --- | --- | --- |
| Strongly agree | 1 | CONTINUE |
| Agree | 2 | CONTINUE |
| Neither agree nor disagree | 3 | CONTINUE |
| Disagree | 4 | CONTINUE |
| Strongly disagree | 5 | CONTINUE |
| Don’t know/No opinion | 6 | CONTINUE |

ASK ALL

**Q25. Are there any other needs or challenges that your authority/service is facing, where you think the LGA could provide support?**

OPEN RESPONSE

ADDITIONAL OFFER QUESTIONS

ASK ALL

**Q26. The LGA would like to know whether it should be offering anything additional for Fire and Rescue Authorities/Services. If the corporate offer was extended, which if any of the following additional resources would you like to see?**

1. **More regional events and seminars**
2. **More opportunities to lobby Ministers**
3. **Greater access to bespoke support**
4. **More active press work to raise issues at the national level**
5. **Are there any others you would like to add? Write in.**

ASK THOSE WHO MENTION TWO OR MORE STATEMENTS AT Q26 A-E

**Q27. Of those selected, which would you most like to see?**

1. **More regional events and seminars**
2. **More opportunities to lobby Ministers**
3. **Greater access to bespoke support**
4. **Press notices**
5. **Others listed**

ASK ALL

**Q35. Finally, do you have any other comments about the LGA generally or how you would like the LGA to support you further?**  
OPEN RESPONSE

|  |
| --- |
|  |

ASK ALL

**The LGA would like to use the information collected in this survey to provide targeted support and further information to Fire and Rescue Authorities/Services. Do you consent to us sharing your responses linked to your contact details with the LGA for this purpose (your responses will remain anonymous in any wider publications, and the LGA will keep your response confidential)?**

SINGLE RESPONSE

|  |  |
| --- | --- |
| Yes | 1 |
| No | 2 |

**Thank you very much for taking the time to answer these questions.**