

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.

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

Officer - Chief Fire Officer (or equivalent) [<i>county, combined and met only</i>]
Officer - Chief Fire Officer/Chief Executive (or equivalent) [<i>combined, met, London</i>]
Officer – Fire Commissioner (or equivalent) [<i>London only</i>]
Officer – Deputy/Assistant Chief Fire Officer
Councillor – Cabinet member of the council - Portfolio Holder [<i>county only</i>]
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

Q1. 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

Appendix 1

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

Appendix 1

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

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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

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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

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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?

- A. More regional events and seminars**
- B. More opportunities to lobby Ministers**
- C. Greater access to bespoke support**
- D. More active press work to raise issues at the national level**
- E. 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?

- A. More regional events and seminars**
- B. More opportunities to lobby Ministers**
- C. Greater access to bespoke support**
- D. Press notices**
- E. 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

Appendix 1

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