



## Your Service, Your Say – Fire & Rescue

Police, Fire and Crime Commissioner Zoë Metcalfe has relaunched a survey to gauge your level of trust and confidence in fire and rescue services across York and North Yorkshire.

The survey takes under 10 minutes to complete and is open to everyone, whether you've had any contact with North Yorkshire Fire and Rescue Service or not.

### 1. Overall, how satisfied are you with the services provided by North Yorkshire Fire and Rescue Service?

- Very satisfied
- Satisfied
- Neither/nor
- Dissatisfied
- Very dissatisfied
- Don't know

### 2. What factors lead you to say that? (Tick any that apply)

- General feeling/no specific reason
- Level of resources
- Media
- Other people's experience
- Personal experience
- Response to incidents and reliability
- Service received
- Visibility
- Other (please specify):



**5. How much of a problem do you feel the following are in your local area?**

	Big problem	Slight problem	Not a problem	Don't know
Fires in homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in commercial properties/businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in the open e.g. forest, moorland, crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding in the open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water rescues - people falling into rivers or bodies of water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road traffic collisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6. Thinking about your local area, do you think that North Yorkshire Fire and Rescue Service works effectively to prevent these emergencies from happening in the first place?**

	Yes	No	Don't know
Fires in homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in commercial properties/businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in the open e.g. forest, moorland, crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding in the open (impact of)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water rescues - people falling into rivers or bodies of water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road traffic collisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. And do you think that North Yorkshire Fire and Rescue Service would respond effectively to these emergencies in your local area, should they happen?**

	Yes	No	Don't know
Fires in homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in commercial properties/businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fires in the open e.g. forest, moorland, crops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flooding in open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water rescues - people falling into rivers or bodies of water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road traffic collisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. If you said 'no' to any answer at Q7, why do you think that?**

**9. In the past 12 months, have you had any contact with North Yorkshire Fire and Rescue Service?**

- No - no contact
- Reporting a fire incident
- Reporting a non-fire incident (road accident, flood, water or animal rescue, or fire safety concern)
- Received a home visit – home fire risk check/safe & well visit
- Received a business visit - a fire safety audit/inspection (commercial buildings and communal spaces)
- Community event or meeting, or fire station open day
- Asked for home safety advice
- Asked for business safety advice
- Other (please specify):

**10. If you had a non-emergency issue that you wanted to let North Yorkshire Fire and Rescue Service know about, how would you prefer to contact them?**

- At a fire station, in person
- At a local meeting
- By telephone
- By text message
- Email
- Online / website
- Using social media
- Other (please specify):

**11. How confident are you that you could easily speak to or access North Yorkshire Fire and Rescue Service if you (or someone else) needed help in an emergency/non-emergency?**

	Very confident	Fairly confident	Neither/nor	Not that confident	Not at all confident	Don't know
Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-emergency - home fire safety advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-emergency - commercial /business fire safety advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-emergency - general enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. If you were to contact North Yorkshire Fire and Rescue Service, how confident are you that you would receive a good service?**

	Very confident	Fairly confident	Neither/nor	Not that confident	Not at all confident	Don't know
Emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-emergency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. Overall, how well informed do you feel about what North Yorkshire Fire and Rescue service are doing in your local area?**

- Very informed
- Fairly informed
- Neither/nor
- Not very informed
- Not at all informed
- Don't know

**14. How do you most frequently learn about North Yorkshire Fire and Rescue Service news, initiatives and events? (Tick all that apply)**

- Community groups, events and/or open days
- Email/Mailing list
- Findings from His Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS)
- I have been contacted by North Yorkshire Fire and Rescue Service
- Local or national news
- Newsletters/Leaflets
- Other people - Friends/Family
- Public consultations on services in North Yorkshire and York
- Social media
- Websites
- Other (please specify):

## About You

We have a duty to promote equality and want to make sure all parts of the community are included, but these questions are optional.

**What is your gender?**

- Female (Including transgender women)
- Male (Including transgender men)
- Prefer not to say
- Prefer to self-describe (non-binary, gender-fluid, agender, please specify below)

**What is your age group?**

- 14-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

**What is your ethnic group?**

- Asian
- Black
- Mixed
- White
- Other
- Prefer not to say

**Do you consider yourself to have a disability?**

- Yes
- No
- Prefer not to say

**Where do you live?**

- City of York
- Craven
- Hambleton
- Harrogate
- Richmondshire
- Ryedale
- Scarborough
- Selby
- I work, but do not live in North Yorkshire
- I do not live or work in North Yorkshire

**Please add the first part of your postcode and the first digit of the second half (e.g. HG3 1)**

**What is the name of the fire station closest to where you live?**

## Final Question

Did you know who the current Police, Fire and Crime Commissioner is in North Yorkshire, before completing this survey?

Yes

No

**Thank you for completing this survey.**

This is an ongoing survey to measure the public opinion of North Yorkshire Fire and Rescue Service and your views are important to us.

Responses will be reviewed and published, subject to the number of returns.

If you would like to complete the equivalent survey for North Yorkshire Police Service, please use this link:

<https://www.smartsurvey.co.uk/s/PoliceYourServiceYourSay/>