

Royal Berkshire FRS RDS Survey 2010

Results for Royal Berkshire FRS

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Opinion Research Services

Spin-out Company of the
University of Wales Swansea

Project Overview

The Survey

Report Contents

This document contains results for the Royal Berkshire Fire and Rescue Service RDS Survey 2010. The data in this volume is also available electronically.

Other Volumes Available

- Graphical report

Survey Scope

The survey contained questions on the following topics:

- Your Job
- Recruitment
- RBFRS and Your Primary Employer
- Working Time and its Rewards
- Training and Development
- About You

The questionnaire was distributed to all retained fire fighters at Royal Berkshire FRS. The cut-off date for returned questionnaires was 12th April 2010.

Survey Response

106 questionnaires were sent out, of which 35 were returned, yielding a response rate of 33%.

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%

	Unweighted Count	RESPONSE OPTIONS				
		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. A1 - How satisfied or dissatisfied are you with your current job as an RDS Firefighter?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
VS	Very Satisfied	9	26%	9	26%
FS	Fairly Satisfied	7	20%	7	21%
NSND	Neither Satisfied nor Dissatisfied	4	11%	4	12%
FD	Fairly Dissatisfied	11	31%	11	32%
VD	Very Dissatisfied	3	9%	3	9%
NAN	Not Answered	1	3%	-	-
Total		35	100%	34	100%

Q. A2 - To what extent do you agree or disagree that as an RDS crew member, you are a valued member of Royal Berkshire Fire and Rescue Service (RBFRS) staff?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly Agree	2	6%	2	6%
TA	Tend to Agree	9	26%	9	26%
NAND	Neither Agree nor Disagree	3	9%	3	9%
TD	Tend to Disagree	14	40%	14	41%
SD	Strongly Disagree	6	17%	6	18%
NAN	Not Answered	1	3%	-	-
Total		35	100%	34	100%

Q. A3TX - If you DISAGREE that you are a valued member of RBFRS staff, please can you explain why?

- FEEL UNDERVALUED, BRIGADE IS NOT INTERESTED IN THE RDS SYSTEM ANYMORE.
- I FEEL THE RBFRS IS TRYING TO FAZE OUT THE RDS STATIONS.
- IT APPEARS THAT RBFRS ARE TRYING TO MAKE THE RDS SO DIFFICULT TO MANAGE THAT THE PERSONNEL ARE LEAVING AND THERE IS NO POSITIVE ATTEMPT TO RECRUIT MORE STAFF.
- MORE SUPPORT FOR WHOLE TIME FIREFIGHTERS. RETAINED TREATED AS SECOND CLASS SERVICE.
- NO BACK UP TO TRY AND IMPROVE THE RDS RECRUITMENT NUMBER.
- NOT BEING USED TO DO THE JOB I JOINED FOR. USING FULL TIME STATIONS INSTEAD OF RETAINED.
- OUR VIEWS ARE NOT REALLY TAKEN VERY SERIOUSLY AND I FEEL WE ARE JUST CLASSED AS STILL SECOND RATE FIREMEN.
- OVER THE LAST COUPLE OF YEARS, THE ORGANISATION HAS BECOME INSTITUTIONALLY ANTI RETAINED AT GROUP MANAGER LEVEL AND ABOVE. NUMEROUS OBSTACLES ARE PLACED IN THE WAY OF RECRUITMENT AND RETENTION OF EXISTING STAFF TO THE EXTENT THAT I FEEL CONSTRUCTIVE DISMISSAL IS IN PROGRESS.
- PURELY FOR REASONS OF RESPONSE. I TEND TO GIVE UP LOTS OF TIME FOR NOTHING AS CERTAIN POLICIES HAVE RESTRICTED RETAINED USE SIGNIFICANTLY.
- THE PROBLEMS OF RECRUITMENT AND RETENTION OF RDS STAFF HAVE BEEN KNOWN FOR A LONG TIME. THE MANAGEMENT TREAT THE PROBLEM AS UNSOLVABLE IN ANY OTHER BUSINESS, FAILURE TO ADAPT OR SOLVE SUCH A LONG TERM PROBLEM WOULD RESULT IN THE BOARD APPOINTING NEW MORE COMPETENT MANAGEMENT. THERE ARE POTENTIAL SOLUTIONS, PERHAPS THIS SURVEY WILL IDENTIFY THEM. THE MAIN PROBLEM IS THE MANAGEMENT BIAS AND ENTRENCHED ATTITUDE THAT RDS STAFF CANNOT BE AS GOOD AS FULL TIME. THE UNION AND THE MANAGEMENT THAT ACT TOGETHER TO PROTECT THEIR "EMPIRE", NOT PUTTING COST EFFECTIVE PUBLIC SERVICE FIRST.
- TO SAVE A POUND FOR THE MISUSE OF APPLIANCES TO OTHER STATION GROUNDS, WHILST A PUMP STANDS IDLE ON THAT GROUND AND REMOVING FIRE COVER FROM THEIR STATION AREA.
- VERY DISAPPOINTED IN THE ORGANISATION WITH REGARDS EFFORT TO RECRUIT. TOO MANY REASONS TO LIST ALL, BUT DELAY IN PRESS RELEASE BY 2 MONTHS: PRESS RELEASE MENTIONING RECRUITMENT IN LOCAL PAPER 2 DAYS BEFORE CLOSING DATE. MANAGERS NOT BEING INTERESTED IN SKILLS LEARNT OUTSIDE OF RBFRS WHICH IS COMMON IN LARGE ORGANISATIONS WHERE PEOPLE HAVE NOT EXPERIENCED DIFFERENT WORK CULTURES.
- VERY LITTLE SUPPORT IS GIVEN BY RBFRS IN THE WAY OF RECRUITMENT, SUFFICIENT TRAINING TIME OR MEASURES TO IMPROVE AVAILABILITY.
- WAY I HAVE BEEN SPOKEN TO AND DEALT WITH BY MANAGEMENT.

Q. B1 - Which of the following methods, if any, do you think would help improve the recruitment of more RDS Firefighters?

		All Responses		VALID RESPONSES	
MULTI-RESPONSE OPTIONS		Count	Total%	Count	Valid%
1	More flexible working arrangements	16	46%	16	46%
2	Reduced hours on call	9	26%	9	26%
3	Improved publicity and recognition within the community for the RDS role.	22	63%	22	63%
4	Broader role to include community fire safety, specialist activities etc.	11	31%	11	31%
5	Improved structure for RDS recruitment	19	54%	19	54%
6	Relaxing the 3 minute get-to-the-station time	25	71%	25	71%
7	Canvassing local employers	16	46%	16	46%
8	More RDS family consideration	11	31%	11	31%
9	Information packs kept on station	11	31%	11	31%
10	RDS Support Officers/Managers responsible for recruitment in the areas	14	40%	14	40%
11	Guaranteed salaries	16	46%	16	46%
12	Better pay	13	37%	13	37%
13	Better conditions	4	11%	4	11%
14	Adverts on Service vehicles	4	11%	4	11%
15	Positive action for under-represented groups	3	9%	3	9%
16	Other	4	11%	4	11%
17	None stated	2	6%	2	6%
Respondent Count		35		35	
Total Number of Responses		200		200	

Q. B1TX - Which of the following methods, if any, do you think would help improve the recruitment of more RDS Firefighters? Other

- FASTER TRAINING - TIME FROM START TO COMPETENCE TO RIDE TAKES TOO LONG.
- IF A PERSON STATES HE OR SHE HAS NO INTEREST IN FULL TIME FIREFIGHTER ROLE, TEST SHOULD REFLECT THIS I.E. DIFFERENT TEST.
- ONE OF THE PROBLEMS IDENTIFIED IS LACK OF TRAINING TIME FOR RDS STAFF, CAUSING COMPETENCE ISSUES. A GUARANTEED SALARY WHICH WAS BASED ON A CONTRACT THAT INCLUDED PROVISION FOR THE EXTRA TRAINING HOURS, MAYBE 4 WEEKENDS A YEAR.
- REAL COMMITMENT FROM MANAGERS. AT PRESENT JUST GOING THROUGH THE MOTIONS, NO PASSION SHOWN OR IMAGINATION.

Q. C1 - Would you have liked RBFRS to liaise more closely with your primary employer during the recruitment process?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	5	14%	5	33%
No	No	10	29%	10	67%
NAN	Not Answered	1	3%	-	-
NAP	Not Applicable	16	46%	-	-
DK	Don't Know	3	9%	-	-
Total		35	100%	15	100%

Q. C2 - Would you like RBFRS to build better relations with your primary employer?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	9	26%	9	45%
No	No	11	31%	11	55%
NAN	Not Answered	2	6%	-	-
NAP	Not Applicable	13	37%	-	-
Total		35	100%	20	100%

Q. C3 - How would you like RBFRRS to build better relations with your primary employer?

		All Responses		VALID RESPONSES	
MULTI-RESPONSE OPTIONS		Count	Total%	Count	Valid%
1	Invite them to an end of training passing-out event	1	3%	1	11%
2	Send an annual thank you letter	8	23%	8	89%
3	Annual celebration	1	3%	1	11%
4	Publicise employers contributing to the FRS	7	20%	7	78%
5	Report of RDS crew activity in local areas	3	9%	3	33%
NAS	Not Asked	26	74%	26	-
Respondent Count		35		9	
Total Number of Responses		46		20	

Q. C3TX - How would you like RBFRS to build better relations with your primary employer? Other

*** THIS QUESTION RECEIVED NO RESPONSES ****

Q. D1A - On average, how many hours cover per week do you currently provide as an RDS Firefighter? Number of daytime hours between 0800-1800

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	0-10	2	6%	2	6%
2	11-20	6	17%	6	18%
3	21-30	12	34%	12	36%
4	31-40	3	9%	3	9%
5	41-50	6	17%	6	18%
6	51-60	3	9%	3	9%
8	71+	1	3%	1	3%
NAN	Not answered	2	6%	-	-
Total		35	100%	33	100%

Q. D1B - On average, how many hours cover per week do you currently provide as an RDS Firefighter? Number of night-time hours between 1800-0800

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	0-10	2	6%	2	6%
2	11-20	3	9%	3	9%
3	21-30	5	14%	5	15%
4	31-40	4	11%	4	12%
5	41-50	6	17%	6	18%
6	51-60	3	9%	3	9%
7	61-70	1	3%	1	3%
8	71+	9	26%	9	27%
NAN	Not answered	2	6%	-	-
	Total	35	100%	33	100%

Q. D2A - Ideally, how many hours cover per week would you like to provide as an RDS Firefighter? Number of daytime hours between 0800-1800

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	0-10	3	9%	3	10%
2	11-20	3	9%	3	10%
3	21-30	10	29%	10	33%
4	31-40	3	9%	3	10%
5	41-50	8	23%	8	27%
6	51-60	1	3%	1	3%
7	61-70	1	3%	1	3%
8	71+	1	3%	1	3%
NAN	Not answered	5	14%	-	-
	Total	35	100%	30	100%

Q. D2B - Ideally, how many hours cover per week would you like to provide as an RDS Firefighter? Number of night-time hours between 1800-0800

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	0-10	3	9%	3	10%
2	11-20	2	6%	2	7%
3	21-30	7	20%	7	23%
4	31-40	3	9%	3	10%
5	41-50	6	17%	6	20%
6	51-60	4	11%	4	13%
8	71+	5	14%	5	17%
NAN	Not answered	5	14%	-	-
Total		35	100%	30	100%

Q. D3 - Would you rather provide fewer hours on call than you do currently?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	8	23%	8	25%
No	No	24	69%	24	75%
DK	Don't know	3	9%	-	-
Total		35	100%	32	100%

Q. D4 - Is the 'pay as you go' system of separate payments of a retaining fee and activity pay fair or unfair?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Very Fair	4	11%	4	11%
2	Fairly Fair	16	46%	16	46%
3	Neither Fair nor Unfair	8	23%	8	23%
4	Fairly Unfair	6	17%	6	17%
5	Very Unfair	1	3%	1	3%
Total		35	100%	35	100%

Q. D5 - Would you prefer to be paid a regular salary or operate the 'pay as you go' system?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Regular salary	19	54%	19	58%
2	Pay as you go	6	17%	6	18%
3	No preference	8	23%	8	24%
DK	Don't know	2	6%	-	-
Total		35	100%	33	100%

Q. D6 - Regardless of your preference in question D5, if you were paid a regular salary, should it be...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	The same for every RDS Fire fighter at the station, but different for each station	13	37%	13	39%
2	The same for every RDS Fire fighter at every station within RBFERS	20	57%	20	61%
DK	Don't know	2	6%	-	-
Total		35	100%	33	100%

Q. D7 - To what extent do you agree or disagree that RBFRS should offer the option of a 50% contract?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly Agree	13	37%	13	43%
TA	Tend to Agree	9	26%	9	30%
NAND	Neither Agree nor Disagree	8	23%	8	27%
NAN	Not Answered	1	3%	-	-
DK	Don't Know	4	11%	-	-
Total		35	100%	30	100%

Q. D8 - Which of the following options would do most to encourage cover during periods when your station experiences most difficulty maintaining fire cover?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Additional financial reward	7	20%	7	23%
2	Increased payment for cover at problem periods	7	20%	7	23%
3	50% contract option	10	29%	10	33%
4	Other	6	17%	6	20%
NAN	Not Answered	5	14%	-	-
Total		35	100%	30	100%

Q. D8TX - Which of the following options would do most to encourage cover during periods when your station experiences most difficulty maintaining fire cover? Other

- BEING USED TO RESPOND INSTEAD OF BEING LEFT TO ROT.
- ENCOURAGE MORE WHOLE TIME / RETAINED WORKERS - AVAILABLE DURING DAY.
- INCREASE AREA OF RECRUITMENT TO TAKE IN LOCAL INDUSTRIAL AREAS TO PROVIDE DAY COVER AND WEEKEND COVER.
- MORE CALLS.
- MORE STAFF.

Q. E1A - Do you agree or disagree that sufficient time is allocated for you to carry out the on-station training required for your work with RBFRS?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	2	6%	2	6%
TA	Tend to agree	6	17%	6	17%
NAND	Neither agree nor disagree	7	20%	7	20%
TD	Tend to disagree	12	34%	12	34%
SD	Strongly disagree	8	23%	8	23%
Total		35	100%	35	100%

Q. E1B - If you disagree, how much additional time would you need to spend undertaking on-station training?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
2	2	3	9%	3	17%
3	3	7	20%	7	39%
4	4	3	9%	3	17%
5	5	2	6%	2	11%
6	6	1	3%	1	6%
7	Other	2	6%	2	11%
NAN	Not answered	2	6%	-	-
NAS	Not asked	15	43%	-	-
Total		35	100%	18	100%

Q. E1BTX - If you disagree, how much additional time would you need to spend undertaking on-station training? Other

- 2-3
- *** PREVIOUS RESPONSE REPEATED 1 TIME ****

Q. E1C - If you feel you require additional on-station training, are you able to provide additional time and commitment?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	18	51%	18	100%
DK	Don't know	2	6%	-	-
NAS	Not Asked	15	43%	-	-
Total		35	100%	18	100%

Q. E2 - If extra training was an option, how do you think this should be organised?

		All Responses		VALID RESPONSES	
MULTI-RESPONSE OPTIONS		Count	Total%	Count	Valid%
1	Extra 1 hour per week on drill nights	7	20%	7	22%
2	Extra 3 hrs per month at weekends	18	51%	18	56%
3	Other	9	26%	9	28%
NAN	Not Answered	3	9%	3	-
Respondent Count		35		32	
Total Number of Responses		37		34	

Q. E2TX - If extra training was an option, how do you think this should be organised? Other

- A FULL OR HALF DAY AT WEEKENDS, ONCE OR TWICE A MONTH?
- ADDITIONAL DRILL NIGHT A WEEK.
- ADDITIONAL TIME TO ALLOW FOR PPE LOGBOOKS, H+S BULLETINS, EMAILS, RECORDING OF HOURS, CREW HANDOVER, FIRE WATCH RECORDING AND SO ON...
- EXTRA 2 HOURS PER WEEK I.E. EXTRA DRILL NIGHT (WEDNESDAY).
- EXTRA 3 HOURS PER WEEK ON NIGHTS.
- EXTRA DRILL DAY ONCE A MONTH, SATURDAY OR SUNDAY.
- FLEXIBLE TIME TO BE AGREED BY CREW MEMBERS.
- INTENSIVE TRAINING COURSES FOR FULL DAYS A FEW TIMES A YEAR AT WEEKENDS ON STATION OR AT RBFRS TRAINING CENTRE, IF AVAILABLE OR AT A FULL TIME STATION WITH THE FULL TIMERS IF NOT.
- ONE EXTRA DRILL NIGHT. NOT AS DIFFICULT AS ASSUMED, AS YOU ARE ALREADY RESTRICTED BY BEING WITHIN 3 MINUTES OF STATION.

Q. E3 - When would you prefer to carry out your on-station training?

MULTI-RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Weekday daytime	5	14%	5	14%
2	Weekday evening	25	71%	25	71%
3	Flexible local arrangement	15	43%	15	43%
4	Weekend daytime	12	34%	12	34%
5	Weekend evening	1	3%	1	3%
Respondent Count		35		35	
Total Number of Responses		58		58	

Q. E4A - Being honest, do you feel that your station makes proper use of its training time?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Yes - full use of 3 hours	8	23%	8	23%
2	No - only use about 2 hours	22	63%	22	63%
3	No - only use about 1.5 hours	5	14%	5	14%
Total		35	100%	35	100%

Q. E4B - What do you think needs to be done to maximise proper use of training time?

MULTI-RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Better use of current available training time	18	51%	18	67%
2	Wholetime Manager support	6	17%	6	22%
4	RDS support teams	11	31%	11	41%
5	Re-skill RDS to reduce training need	7	20%	7	26%
6	Other	10	29%	10	37%
NAS	Not Asked	8	23%	8	-
Respondent Count		35		27	
Total Number of Responses		60		52	

Q. E4BTX - What do you think needs to be done to maximise proper use of training time? Other

- AS A WATCH MANAGER, I HAVE TO COMPLETE ALL TRAINING RECORDS AND ADMIN WHICH EATS INTO MY TRAINING TIME.
- CONCENTRATE ON MORE RELEVANT CRITICAL TRAINING.
- INCORPORATED TRAINING WITH WHOLE TIME - WOULD BENEFIT WORKING RELATIONSHIPS.
- RDS MANAGERS DOING THE PAPERWORK AND EXTRA ADMIN BEFORE AND AFTER THE DRILL (NOT ALWAYS PRACTICAL).
- REMOVE PAPERWORK FROM CREW MANAGERS TO ALLOW MORE TIME FOR COMMITTED DRILL PERIODS (IF LET STATION MANAGERS MANAGE STATION).
- STOP ARRANGING VISITS BY BRIGADE STAFF TO PASS INFORMATION.
- STOP WASTING TIME WITH NON TRAINING ACTIVITIES. WHEN STATION ON STANDBY GET OFFICERS VISITS DONE.
- TOO MUCH TIME DOING PAPERWORK.
- WE ACTUALLY NEED MORE STAFF TO MAKE DRILLS MORE EFFECTIVE. JUNIOR OFFICERS SHOULD BE ENCOURAGED TO DO ADDITIONAL HOURS FOR PAPERWORK SO THEY ARE FREE TO TAKE MORE DRILLS. THE WEEKLY CHECKS NEED STREAMLINING OR DONE AS EXTRA TIME.
- WE HAVE TO TRAVEL TO DRILL VENUES, NO FACILITIES ON STATION.

Q. E5A - Thinking about your on-station training, do you agree or disagree that the range of skills, knowledge, equipment and procedures required to be maintained by you within the training time available is realistic?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly agree	2	6%	2	6%
TA	Tend to agree	11	31%	11	31%
NAND	Neither agree nor disagree	5	14%	5	14%
TD	Tend to disagree	13	37%	13	37%
SD	Strongly disagree	4	11%	4	11%
Total		35	100%	35	100%

Q. E5BA - If you disagree that the requirement is realistic, do you feel that any of the following should be done? Remove some equipment

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	10	29%	10	59%
No	No	7	20%	7	41%
NAS	Not Asked	18	51%	-	-
Total		35	100%	17	100%

Q. E5BB - If you disagree that the requirement is realistic, do you feel that any of the following should be done? Stop attendance to some incident types

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	3	9%	3	25%
No	No	9	26%	9	75%
NAN	Not Answered	4	11%	-	-
DK	Don't Know	1	3%	-	-
NAS	Not Asked	18	51%	-	-
Total		35	100%	12	100%

Q. E5CTX - Do you have any other suggestions for training and development?

- EXAMPLE W@H, THINGS LIKE BA AND RTC ARE MORE COMMON AND HIGHER RISK. RDS SHOULD SPEND MORE TIME ON KEY ASPECTS.
- EXTRA TRAINING IS ONLY ANSWER IN MY VIEW. A TWO TIER SYSTEM WOULD NOT INTEREST ME AND IF NOT TREATED AS SAME AS WHOLE TIME I WOULD FEEL DISCRIMINATED AGAINST. IF YOU ARE ON CALL 60+ HOURS, 3 HOURS TRAINING.
- FOCUS ON THE AREAS THAT ARE A WEAKNESS FOR A SMALL AMOUNT OF TIME I.E. 2 - 3 WEEKS INTENSIVE TRAINING WITH REGULAR PERIODIC REFRESHERS.
- HIGHER TURN AROUND TIME FOR CORE SKILLS.
- MORE HOURS FOR TRAINING.
- MORE RELEVANT TRAINING TO STATION GROUND. RURAL STATIONS MORE EMPHASIS ON E.G. ANIMAL RESCUE, WATER RESCUE. SPEND MORE TIME BEING PROFICIENT AT THESE SKILLS, LESS REQUIREMENTS FOR HIGH RISE, GUIDELINES, HAZMAT AND WORKING AT HEIGHTS. MORE RTC TRAINING CARS.
- MORE TRAINING TIME - POSSIBLE OPTION TO BE DONE WITH W / T WATCHES.
- RDS TRAINING TEAM, 3 X WHOLE TIME STAFF WORKING DIRECTLY WITH RDS STATIONS. BRING BACK CENTRAL DRILL PROGRAM.

Q. E6 - When required to attend 'development modules' and other training courses for your role, when would you generally prefer the training to be delivered?

		All Responses		VALID RESPONSES	
MULTI-RESPONSE OPTIONS		Count	Total%	Count	Valid%
1	Weekday	15	43%	15	43%
2	Weekday evening	13	37%	13	37%
3	Weekend	14	40%	14	40%
4	No preference	6	17%	6	17%
Respondent Count		35		35	
Total Number of Responses		48		48	

Q. E7 - To what extent do you agree or disagree that the new line manager system on station (with a wholetime station manager) has been effective?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
SA	Strongly Agree	1	3%	1	3%
TA	Tend to Agree	13	37%	13	42%
NAND	Neither Agree nor Disagree	10	29%	10	32%
TD	Tend to Disagree	6	17%	6	19%
SD	Strongly Disagree	1	3%	1	3%
DK	Don't Know	4	11%	-	-
Total		35	100%	31	100%

Q. F1 - When considering the issues discussed within this questionnaire, please indicate the ONE issue that you think should be the priority for improvements.

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Working time	2	6%	2	6%
2	Pay	6	17%	6	19%
3	Help and support	3	9%	3	10%
4	Recruitment	12	34%	12	39%
5	Training	3	9%	3	10%
6	Integration of Wholetime and RDS working arrangements	4	11%	4	13%
7	Improved opportunities beyond the role of Watch Manager for RDS personnel	1	3%	1	3%
NAN	Not Answered	4	11%	-	-
Total		35	100%	31	100%

Q. F2TX - Are there any other comments that you would like to make?

- A SALARY OF SAY 12K WITH EXTRA TRAINING TIME AS PART OF IT WOULD MAKE THE JOB EASIER TO SELL TO THE PUBLIC. SHOULD IT HELP INCREASE RECRUITMENT RETENTION AND COMPETENCE, IT WOULD GIVE RBFRS MUCH MORE FLEXIBILITY IN MEETING THE DEMANDS AND COST RESTRAINTS EXPECTED IN THE FUTURE. AT THE MOMENT, THE RDS SYSTEM IS BEING DELIBERATELY ALLOWED TO WITHER SO THAT, BY THE TIME DECISIONS NEED TO BE MADE ABOUT CLOSING STATIONS, FULL TIME ONES WILL BE SAFER AS MANY PART TIME ONES WILL ALREADY HAVE GONE. THE POLICY IS OPENLY DISCUSSED AND PROMULGATED BUT NOT DOCUMENTED OR OFFICIALLY ADOPTED. IT MAY BE A SMALL UNION SYMPATHETIC CLIQUE OR BRIGADE WIDE, I AM NOT SURE. HOWEVER, IT OBVIOUSLY AND BLATANTLY EXISTS. NOTHING ELSE CAN EXPLAIN THE ADOPTION OF POLICIES DAMAGING TO THE RDS WITH PROVISION TO MITIGATE.
- ATTENDANCE TIMES OR TURNOUT TIME FOR REMOTE STATIONS ARE TOO STRICT, THIS PUTS PRESSURE ON PEOPLE WHO HAVE FURTHER TO GO TO GET TO STATIONS, PUTTING THEM UNDER UNDUE PRESSURE TO TAKE RISKS JUST TO CREW PUMPS WHEN THE NEXT PUMP IS 40 MINUTES AWAY ANYWAY, NEED CHANGING.
- BETTER USE OF RDS WOULD GO DOWN WELL.
- THE CURRENT MANAGEMENT ARE GIVING INDICATIONS IN THEIR ACTIONS THAT THE BRIGADE DOES NOT SUPPORT THE RDS, WHICH EFFECTS WORKING RELATIONSHIPS AND MORALE.
- THE REMOVAL OF STANDBYS AT STATION 4 HAS REDUCED CALLS TO A VERY LOW LEVEL. AS A DRIVER, TIME BEHIND THE WHEEL IS NON EXISTENT. WHEN SPREAD AMONGST DRIVERS ON STATION THIS WILL ONLY LEAD TO A DROP IN THE LEVEL OF COMPETENCY. DROP IN MORALE AS WHY BE AVAILABLE? LOSS OF SHOUTS WHILE ON STANDBY.
- TOO MUCH TIME USING FIRE WATCH AND IRS AT TRAINING TIMES, WHICH MUST BE DONE AS BRIGADE POLICY.
- WHOLE TIME STATION MANAGER A GOOD IDEA IN PRINCIPAL AND IS WORKING AT ASCOT AT PRESENT, HOWEVER IT IS NOT EASY BEING A MANAGER AND IT CAN BE DETRIMENTAL IF MANAGER IS NOT INTERESTED IN INDIVIDUALS. THE ORGANISATION COULD LEARN MORE FROM ITS RDS STAFF. A TRUE LEARNING ORGANISATION DOES NOT ONLY LEARN BY "TOP DOWN" METHOD.
- WHY DO THOSE ON DUAL CONTRACT GIVE LESS HOURS THAN RDS BUT GET PAID THE SAME RETAINING FEE? I HAVE TO DO A MINIMUM OF 79 HOURS A WEEK. DUAL CONTRACT CAN BE AS LITTLE AS 50 HOURS A WEEK AND THEN THEY DO LESS?

Q. G1 - Are you...?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
M	Male	35	100%	35	100%
	Total	35	100%	35	100%

Q. G2 - What was your age on your last birthday?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	16 to 24	2	6%	2	6%
2	25 to 34	7	20%	7	20%
3	35 to 44	10	29%	10	29%
4	45 to 54	14	40%	14	40%
5	55 or over	2	6%	2	6%
Total		35	100%	35	100%

Q. G3 - What is your ethnic group?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	White - British, Irish or any other White background	35	100%	35	100%
Total		35	100%	35	100%

Q. G4 - How long have you worked for RBFRS?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Less than 2 years	4	11%	4	11%
2	2 up to 5 years	3	9%	3	9%
3	5 up to 10 years	9	26%	9	26%
4	10 years or more	19	54%	19	54%
Total		35	100%	35	100%

Q. G5 - How long have you been an RDS Firefighter?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Less than 2 years	5	14%	5	14%
2	2 up to 5 years	3	9%	3	9%
3	5 up to 10 years	10	29%	10	29%
4	10 years or more	17	49%	17	49%
Total		35	100%	35	100%

Q. G6 - What is your current role?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	Firefighter	18	51%	18	53%
2	Watch Manager	5	14%	5	15%
3	Crew Manager	11	31%	11	32%
NAN	Not Answered	1	3%	-	-
Total		35	100%	34	100%

Q. G7 - At which station do you serve?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
1	4 - Newbury	4	11%	4	12%
2	5 - Hungerford	5	14%	5	15%
3	6 - Lambourn	5	14%	5	15%
4	7 - Pangbourne	2	6%	2	6%
5	9 - Wargrave	2	6%	2	6%
6	11 - Mortimer	4	11%	4	12%
8	14 - Ascot	3	9%	3	9%
9	15 - Crowthorne	2	6%	2	6%
10	16 - Bracknell	6	17%	6	18%
NAN	Not Answered	2	6%	-	-
Total		35	100%	33	100%

Q. G8 - Are you on a dual contract (wholetime/RDS)?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	10	29%	10	30%
No	No	23	66%	23	70%
NAN	Not Answered	2	6%	-	-
Total		35	100%	33	100%

Q. G9 - Do you drive as part of your role in your primary employment?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	7	20%	7	24%
No	No	22	63%	22	76%
NAP	Not applicable	6	17%	-	-
Total		35	100%	29	100%

Q. G10 - Does the EU or domestic driving legislation about taking a rest impact upon your RDS availability?

RESPONSE OPTIONS		All Responses		VALID RESPONSES	
		Count	Total%	Count	Valid%
Yes	Yes	1	3%	1	14%
No	No	6	17%	6	86%
NAS	Not Asked	28	80%	-	-
Total		35	100%	7	100%



ROYAL BERKSHIRE FIRE AND RESCUE SERVICE



Why this survey?

Further to the commencement of the IRMP RDS project and subsequent visits to RDS stations by the project managers (George Cross and Les Gollop) several important issues have been identified. As a result this survey has been commissioned — including a questionnaire for your partner to complete (if applicable).

What is the survey for?

RBFRS is reviewing its Retained Duty System and wants to take into account your experience and opinions about your job, recruitment, relations with employers, and your working and training time with RBFRS. Therefore it is vitally important that you take the opportunity to complete the survey, so that your views contribute to RBFRS' planning for the future of the service.

Who are Opinion Research Services?

Opinion Research Services (ORS) is an independent research organisation that does many employee surveys for fire and rescue services, the police and other organisations. We have been commissioned by Royal Berkshire Fire and Rescue Service (RBFRS) to survey your opinions as fully and honestly as possible.

Is the survey confidential?

Absolutely, yes! Your questionnaires are sent direct to ORS for processing and are never shown to anyone else – they are destroyed after analysis, and no one outside ORS ever sees them or knows your personal answers.

Why do you include the 'Profile' questions at the end of the questionnaire?

The profile questions are voluntary – you do not have to answer them – but they are included so that we can:

Confirm we have a representative sample of respondents

Compare the views of different *groups* (not individuals) – for example, people of different ages, lengths of service and grade.

The questions are not used to identify anyone individually or breach confidentiality in any way.

Why should I complete the questionnaire?

RBFRS wants to know your views and is committed to taking the results seriously in its review of the RDS service – so it is important that as many employees as possible complete their questionnaires. ORS will give £1 to the Fire Fighters Charity for every completed survey questionnaire returned. It costs over £9 million every year to keep the Charity running, and with no government funding, they are completely reliant upon donations from the general public and fire community – so the donation will really help!

How do I complete the survey?

Read each question carefully and give your response by marking (in either black or blue ink) the appropriate box which best matches YOUR OWN personal view. Then return the questionnaire directly to ORS as soon as possible in the **FREEPOST** envelope provided (or send to Opinion Research Services, FREEPOST (SS1018). PO Box 530, Swansea, SA1 1ZL). The **closing date is Monday 12th April, 2010**.

If you have any queries about this questionnaire please contact the ORS Fires Team at fires@ors.org.uk or on 01792 704772

Thank you very much for completing this questionnaire

Royal Berkshire Fire and Rescue Service

RDS Survey 2010

Royal Berkshire Fire and Rescue Service (RBFRS) would like to know how you feel about your job and the effect your work for RBFRS has on your personal life, and therefore would like to ask you some questions. Your answers are entirely confidential, and will be processed by an independent research company, Opinion Research Services (ORS). No-one else will see your individual answers.

Please make your views count by completing and returning the questionnaire in the enclosed FREEPOST envelope. Thank you for your help.

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.
All the information you provide will be treated as strictly confidential

A

Your Job

A1 How satisfied or dissatisfied are you with your current job as an RDS Firefighter?

Please cross one box only

Very Satisfied

Fairly Satisfied

Neither Satisfied nor Dissatisfied

Fairly Dissatisfied

Very Dissatisfied

A2 To what extent do you agree or disagree that as an RDS crew member, you are a valued member of Royal Berkshire Fire and Rescue Service (RBFRS) staff?

Please cross one box only

Strongly Agree

Tend to Agree

Neither Agree nor Disagree

Tend to Disagree

Strongly Disagree

Don't Know

A3 If you DISAGREE that you are a valued member of RBFRS staff, please can you explain why *Please write in below*

B**Recruitment**

B1 Which of the following methods, if any, do you think would help improve the recruitment of more RDS Firefighters? *Please cross all that apply*

- | | |
|--|---|
| More flexible working arrangements <input type="checkbox"/> | Information packs kept on station <input type="checkbox"/> |
| Reduced hours on call <input type="checkbox"/> | RDS Support Officers/Managers responsible for recruitment in the areas <input type="checkbox"/> |
| Improved publicity and recognition within the community for the RDS role. <input type="checkbox"/> | Guaranteed salaries <input type="checkbox"/> |
| Broader role to include community fire safety, specialist activities etc. <input type="checkbox"/> | Better pay <input type="checkbox"/> |
| Improved structure for RDS recruitment <input type="checkbox"/> | Better conditions <input type="checkbox"/> |
| Relaxing the 3 minute get-to-the-station time <input type="checkbox"/> | Adverts on Service vehicles <input type="checkbox"/> |
| Canvassing local employers <input type="checkbox"/> | Positive action for under-represented groups <input type="checkbox"/> |
| More RDS family consideration <input type="checkbox"/> | Other <i>please write in below</i> <input type="checkbox"/> |

C**RBFRS and Your Primary Employer**

C1 Would you have liked RBFRS to liaise more closely with your primary employer during the recruitment process? *Please cross one box only*

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|
| Yes | No | Don't Know | Not Applicable |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

C2 Would you like RBFRS to build better relations with your primary employer?

Please cross one box only

- | | |
|---|----------------------------------|
| Yes <input type="checkbox"/> | → Please answer C3 and following |
| No <input type="checkbox"/> | → Please go to question D1 |
| Don't Know <input type="checkbox"/> | → Please go to question D1 |
| Not Applicable <input type="checkbox"/> | → Please go to question D1 |

C3 How would you like RBFRS to build better relations with your primary employer?

Please cross all that apply

- | | |
|--|--|
| Invite them to an end of training passing-out event <input type="checkbox"/> | Publicise employers contributing to the FRS <input type="checkbox"/> |
| Send an annual thank you letter <input type="checkbox"/> | Report of RDS crew activity in local areas <input type="checkbox"/> |
| Annual celebration <input type="checkbox"/> | Other <i>please write in below</i> <input type="checkbox"/> |

D**Working Time and its Rewards****D1 On average, how many hours cover per week do you currently provide as an RDS Firefighter?***Please write **one** answer in each box**Write in number of hours*

Number of daytime hours between 0800-1800

Number of night-time hours between 1800-0800

D2 Ideally, how many hours cover per week would you like to provide as an RDS Firefighter?*Please write **one** answer in each box**Write in number of hours*

Number of daytime hours between 0800-1800

Number of night-time hours between 1800-0800

D3 Would you rather provide fewer hours on call than you do currently?*Please cross **one** box only*

Yes

No

Don't know

D4 Is the 'pay as you go' system of separate payments of a retaining fee and activity pay fair or unfair? Please cross **one box only**

Very Fair

Fairly Fair

Neither Fair
nor Unfair

Fairly Unfair

Very Unfair

Don't know

D5 Would you prefer to be paid a regular salary or operate the 'pay as you go' system?*Please cross **one** box only*

Regular salary

Pay as you go

No preference

Don't know

D6 Regardless of your preference in question D5, if you were paid a regular salary, should it be...?*Please cross **one** box only*

The same for every RDS Fire fighter at the station, but different for each station

The same for every RDS Fire fighter at every station within RBFRS

Don't know

D7 To what extent do you agree or disagree that RBFRS should offer the option of a 50% contract? *Please cross one box only*

Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D8 Which of the following options would do most to encourage cover during periods when your station experiences most difficulty maintaining fire cover?

Please cross one box only

Additional financial reward

Increased payment for cover at problem periods

50% contract option

Other - *Please explain below*

Don't know

E Training and Development

E1a Do you agree or disagree that sufficient time is allocated for you to carry out the on-station training required for your work with RBFRS? *Please cross one box only*

Strongly agree	<input type="checkbox"/>	→	<i>please go to question E2</i>
Tend to agree	<input type="checkbox"/>	→	<i>please go to question E2</i>
Neither agree nor disagree	<input type="checkbox"/>	→	<i>please go to question E2</i>
Tend to disagree	<input type="checkbox"/>	→	<i>please answer E1b & following questions</i>
Strongly disagree	<input type="checkbox"/>	→	<i>please answer E1b & following questions</i>

E1b If you disagree, how much additional time would you need to spend undertaking on-station training?

Please write in number of additional hours per week in the box below

hours per week

E1c If you feel you require additional on-station training, are you able to provide additional time and commitment?

Please cross one box only

Yes No Don't know

E2 If extra training was an option, how do you think this should be organised?

Please cross all that apply

Extra 1 hour per week on drill nights

Extra 3 hrs per month at weekends

Other (*Please write in below*)

E3 When would you prefer to carry out your on-station training? *Please cross all that apply*

Weekday daytime	<input type="checkbox"/>	Weekend daytime	<input type="checkbox"/>
Weekday evening	<input type="checkbox"/>	Weekend evening	<input type="checkbox"/>
Flexible local arrangement	<input type="checkbox"/>		

E4a Being honest, do you feel that your station makes proper use of its training time?

Please cross one box only

Yes - full use of 3 hours	<input type="checkbox"/>	→	<i>Please go to question E5a</i>
No - use only about 2 hours	<input type="checkbox"/>	→	<i>Please answer E4b and following</i>
No - use only about 1.5 hours	<input type="checkbox"/>	→	<i>Please answer E4b and following</i>
No - use only 1 hour or less	<input type="checkbox"/>	→	<i>Please answer E4b and following</i>

E4b What do you think needs to be done to maximise proper use of training time?

Please cross all that apply

Better use of current available training time	<input type="checkbox"/>	RDS support teams	<input type="checkbox"/>
Wholetime Manager support	<input type="checkbox"/>	Re-skill RDS to reduce training need	<input type="checkbox"/>
Nothing	<input type="checkbox"/>	Other (<i>Please write in below</i>)	<input type="checkbox"/>

E5a Thinking about your on-station training, do you agree or disagree that the range of skills, knowledge, equipment and procedures required to be maintained by you within the training time available is realistic? *Please cross one box only*

Strongly agree	<input type="checkbox"/>	→	<i>please go to question E6 overleaf</i>
Tend to agree	<input type="checkbox"/>	→	<i>please go to question E6 overleaf</i>
Neither agree nor disagree	<input type="checkbox"/>	→	<i>please go to question E6 overleaf</i>
Tend to disagree	<input type="checkbox"/>	→	<i>please answer E5b & following questions</i>
Strongly disagree	<input type="checkbox"/>	→	<i>please answer E5b & following questions</i>

E5b If you disagree that the requirement is realistic, do you feel that any of the following should be done?

Please cross one box in each row

	Yes	No	Don't Know
Remove some equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stop attendance to some incident types	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E5c Do you have any other suggestions for training and development? *Please write in below*

The next set of questions look at training that is provided by a visitor trainer as opposed to training delivered by station personnel. Examples of this type of training would be your initial training for a role, your 'development module' courses (e.g. BA, RTC etc) and the introduction of new equipment or procedures.

E6 When required to attend 'development modules' and other training courses for your role, when would you generally prefer the training to be delivered?

Please cross **all** boxes that apply

Weekday	<input type="checkbox"/>
Weekday evening	<input type="checkbox"/>
Weekend	<input type="checkbox"/>
No preference	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

E7 To what extent do you agree or disagree that the new line manager system on station (with a wholetime station manager) has been effective? Please cross **one** box only

Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F Finally...

F1 When considering the issues discussed within this questionnaire, please indicate the **ONE** issue that you think should be the priority for improvements.

Please cross **one** box only

Working time	<input type="checkbox"/>
Pay	<input type="checkbox"/>
Help and support	<input type="checkbox"/>
Recruitment	<input type="checkbox"/>
Training	<input type="checkbox"/>
Integration of Wholetime and RDS working arrangements	<input type="checkbox"/>
Improved opportunities beyond the role of Watch Manager for RDS personnel	<input type="checkbox"/>
Broader community safety	<input type="checkbox"/>

F2 Are there any other comments that you would like to make? Please write in below

This questionnaire is anonymous. Your views are confidential and will not be disclosed to anyone. We are only asking you the following questions so we can compare the views of different groups. You will not be identified in any way in our general report and findings. Your questionnaire will be destroyed by ORS after this project has finished.

G1 Are you...?

Male

Female

G2 What was your age on your last birthday? *Please cross one box only*

16 to 24

25 to 34

35 to 44

45 to 54

55 or over

G3 What is your ethnic group? *Please cross one box only*

White - British, Irish or any other White background

Mixed - White and Black Caribbean, White and Black African, White and Asian or any other mixed background

Asian or Asian British - Indian, Pakistani, Bangladeshi or any other mixed background

Black or Black British - Caribbean, African or any other Black background

Chinese or other ethnic group

G4 How long have you worked for RBFRS? *Please cross one box only*

Less than 2 years

2 up to 5 years

5 up to 10 years

10 years or more

G5 How long have you been an RDS Firefighter? *Please cross one box only*

Less than 2 years

2 up to 5 years

5 up to 10 years

10 years or more

G6 What is your current role? *Please cross one box only*

Firefighter

Crew Manager

Watch Manager

G7 At which station do you serve? *Please write in below*

G8 Are you on a dual contract (wholetime/RDS)? *Please cross one box only*

Yes

No

G9 Do you drive as part of your role in your primary employment? *Please cross one box only*

Yes

→ *Please go to question G10*

No

Not applicable

G10 Does the EU or domestic driving legislation about taking a rest impact upon your RDS availability? *Please cross one box only*

Yes

No