



TAYSIDE FIRE BRIGADE
FIRE BOARD MEMBERS QUESTIONNAIRE



This questionnaire forms part of a series of consultation initiatives being conducted by Tayside Fire Brigade. The information you provide will inform the Brigade's continuous improvement process as it relates to the range of services provided and the delivery of these services.

On the basis of your experience and general impressions as a member of Tayside Fire Board, please answer the following questions by ticking the boxes that most closely correspond to your views. Please provide additional information in the boxes where requested.

Tayside Fire Brigade values your opinions and thanks you for taking the time to complete this questionnaire.

N.B. THE TOTAL NUMBER OF RESPONSES HAS BEEN REPORTED ON, NOT THE PERCENTAGE.

A Information provided to Fire Board Members

A1 Do you agree or disagree that the information you receive from the Tayside Fire Brigade is...?

	Strongly Agree	Tend to Agree	Tend to Disagree	Strongly Disagree	Don't Know
Sufficient.....	3	7	0	0	0
Useful	2	8	0	0	0
Easy to understand	5	5	0	0	0

A2 Would you like to receive additional information on the following...?

	Yes	No
Cost of the Fire Service.....	2	7
Standards/ quality of service	3	6
Response times.....	5	4
Incidents	5	3
Current trends/ policies	6	4
Community Fire Safety information	5	4
Statistical information	3	6
Brigade contact numbers	2	5

Other (please write in)....

USUALLY FIND INFORMATION FROM FIREMASTER AT BOARD MEETING ARE OK

If you have answered yes to any of the above please answer (b) below and fill in your details in D1. If you have not answered yes to any of the above please move on to question A3.

(b) What form would you like this additional information to take?

ADDITIONAL ITEMS ON THE JOINT BOARD AGENDA
BOTTOM LINERS – NO LONG REPORTS
FURTHER REPORTS TO FIRE BOARD ESPECIALLY ON INCIDENTS AND RESPONSE TIMES
PRESS COVERAGE FOR PBLIC INFORMATION
REPORTS TO JOINT BOARD

A3 What suggestions, if any, do you have for improving the information provided to you by Tayside Fire Brigade?

INFORMATION PROVIDED IS ALREADY GOOD
NO SUGGESTIONS

A4 Would you say you have a sufficient level of contact with Tayside Fire Brigade?

Yes 10 No 0

A5 Would you like to have more contact with Tayside Fire Brigade?

Yes 0 *Please answer part (b) below*

No 7 *Please move on to section B*

(b) What form would you like this contact to take?

NO SUGGESTIONS

B Policy Issues

B1 With reference to the Brigade's latest Service Plan...

	Yes	No	
Are you aware of the document?	10	0	
Do you have access to a copy?	10	0	
Have you read the plan?	10	0	
Is there sufficient information in the plan?.....	10	0	
Did you have any involvement in the plan?.....	3	6	
Do you think the plan can be improved?.....	1	7	<i>If no, move on to B3 below</i>

B2 How do you think the Service Plan can be improved?

INTEGRATED STAFF DEVELOPMENT

B3 Do you agree or disagree that you are consulted enough about current issues in Tayside Fire Brigade?

Strongly Agree..... 2 *Please move on to question B4*

Tend to Agree..... 7 *Please move on to question B4*

Tend to Disagree..... 0 *Please answer part (b) below*

Strongly Disagree..... 0 *Please answer part (b) below*

Don't Know 1 *Please answer part (b) below*

(b) If you feel you are not consulted enough, which issues would you like more consultation on, and what form do you think any additional consultation should take?

USUALLY ONLY CHAIRPERSON AND TWO VICECHAIRS ARE INVOLVED.

B4 Do you think Tayside Fire Brigade should co-operate more with any of the following services...?

	Yes	No	Yes	No
Neighbouring Brigades.....	6	2	Voluntary services.....	3 3
Ambulance Service	5	3	Community groups.....	4 2
Police Service.....	3	4	Other local authority departments.....	3 3

If you have answered yes to any of the above please complete (b) below. If you have not answered yes to any of the above please move on to Section C

(b) What form should this additional co-operation take?

BELIEVE THAT IN TAYSIDE THE FB ARE IN CLOSE CONTACT WITH ALL OF THESE DELIVERY OF SERVICE/ADMIN WHICH MIGHT BE DUPLICATED IT WOULD BE WORTH EXPLORING THE POSSIBILITY OF COST SHARING JOINT USE OF TRAINING FACILITIES. ATTEND COMMUNITY GROUP MEETINGS, ALONG THE LINES OF THE POLICE, BUT ON AN OCCASIONAL BASIS REGULAR MEETINGS TO DISCUSS ISSUES OF PARTNERSHIP STATION SHARING/BEST VALUE PROCUREMENT THEY MAY DO SO ADEQUATELY AT THE MOMENT

C Services Provided to the Public

C1 How would you rate the services delivered to the public by Tayside Fire Brigade?

Very Good	9	Fairly Poor	0	
Fairly Good.....	0	Very Poor.....	0	Don't know..... 0

C2 How do you think Tayside Fire Brigade could improve the services it delivers to the public?

MORE PUBLICITY GIVEN TO ITS OWN ACHIEVEMENTS AND OPEN DAYS TO THE PUBLIC TAYSIDE FIRE BRIGADE DELIVERS A FIRST CLASS SERVICE

C3 i *The revenue cost for Tayside Fire Brigade for 2000-2001 was £18,831,000 (equivalent to £48.53 per head of population).*

Do you think this represents good or poor value for money?

Very Good	5	<i>Please move on to question C4</i>
Fairly Good.....	5	<i>Please move on to question C4</i>
Fairly Poor	0	<i>Please answer part (b)</i>
Very Poor.....	0	<i>Please answer part (b)</i>
Don't Know	0	<i>Please answer part (b)</i>

(b) What do you think needs to be done to ensure that better value for money is achieved?

C4 *i*

The Board has a statutory duty to provide personnel, equipment and training to fight fires. Other services provided by the Brigade include dealing with road accidents, flood relief, rescues from dangerous places, rescuing trapped animals, fire safety education in schools and homes, and fire safety inspections.

For each of the following services, do you think that users should be required to pay a contribution towards the cost?

	Yes	No		Yes	No
Dealing with Road Accidents	3	7	Rescuing trapped animals	5	5
Flood Relief and Rescues	0	10	Fire safety education.....	1	9
Rescues from dangerous places.....	4	6	Fire safety inspections	6	4

C5 Which five of the following issues do you think most concern the community?

Please tick five boxes only

Fire in the home	9	Locations of fire stations	0
Fire in the workplace	5	Response times	7
Car fires	3	Access to fire stations	0
Grass fires	0	Information about the Brigade.....	0
Arson	0	Protection of the environment	3
Fire safety certification (business premises)	0	Hoax calls.....	3
Rescues from road traffic collisions	7	Quality of training of fire-fighters	1
Driving standards of fire engines	0	Installation of smoke detectors	3
Rescuing animals	0	Emergency call handling	5
Responding to floods and river incidents	1	Conduct / professionalism of fire-fighters ...	2
Community fire safety education	1	Attendance at chemical incidents	0
Equality in employment in the Fire Service ...	0		
Other (please write in)....	<input type="text"/>		

D

Further Information

D1 If you would like further information about any aspect of Tayside Fire Brigade please give the following information?

Information Required:

Name:

Address:

Postcode:

Telephone number:

E-mail address: