



## **Surrey Fire and Rescue Service Community Survey**

### **Overview**

**Surrey Fire and Rescue Service are preparing their service plan, the Community Risk Management Plan, which sets out the risk in Surrey as well as how they will go about meeting, mitigating, or resourcing this.**

**We need your help to tell us what really matters to you as a resident. We want to know what you know about the service and what you want us to prioritise.**

**Your answers will alongside other data and intelligence feed into the research and decision making for the Community Risk Management Plan.**

**Thank you for your support and participation.**

### **Data protection and accessibility**

**By completing the following questionnaire, you are consenting for Surrey Fire & Rescue (SFRS) to process and store your information for the purpose of informing the Community Risk Management Plan (CRMP), in line with the UK General Data Protection Regulations (GDPR).**



# SURREY FIRE & RESCUE SERVICE

If we have consent to use your personal data, you may have the right to remove it at any time. If you would like to remove consent, please contact us at the following email address: [surreycommsfrs@surreycc.gov.uk](mailto:surreycommsfrs@surreycc.gov.uk)

For more information on how we process your data please see our privacy notice on the Surrey County Council website: [Fire and Rescue Service - Privacy Notice - Surrey County Council \(surreycc.gov.uk\)](#)

This survey is compatible with speech recognition software and screen readers. You can find large print and easy read versions of this survey at the bottom of this webpage under the title 'Related documents'. Print versions of this survey are available at local libraries, however if you would like any other version, please email: [surreycommsfrs@surreycc.gov.uk](mailto:surreycommsfrs@surreycc.gov.uk)



# SURREY FIRE & RESCUE SERVICE

## Surrey Fire and Rescue Service Principles

This section is so that we can understand how you feel about and your knowledge of Surrey Fire and Rescue Services key areas.

1. To what extent do you agree or disagree with the following statements?

<i>(Required)</i>	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
I trust the advice which Surrey Fire and Rescue Service provide					
I am confident that Surrey Fire and Rescue Service will respond effectively in an emergency					
I know what Surrey Fire and Rescue Service do to help prevent emergencies in the first place (keeping people safe in their homes)					
I believe that Surrey Fire and Rescue Service serves its communities well					
I feel Surrey Fire and Rescue Service has a fair representation of the community it serves					



## Surrey Fire and Rescue Service's Work

Surrey Fire and Rescue Service carries out work under three key purposes: Prevention, Protection and Response.

Please also note that we have a cross border relationship with neighbouring fire and rescue services, which means that they support us by attending our incidents when/if needed and we support them by attending their incidents at times too.

2. How confident are you in Surrey Fire and Rescue Service's ability to deliver in each of the areas of work?

<i>(Required)</i>	Not at all confident	Slightly confident	Confident	Fairly confident	Very confident	Don't know
Prevention (keeping people safe in their homes and communities)						
Protection (keeping businesses, staff, and customers safe)						



# SURREY FIRE & RESCUE SERVICE

<b>Response (response to incidents, e.g., fires or water rescue)</b>						
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## **Surrey Fire and Rescue Service's Work: Prevention**

**If you have indicated that you are not confident in Surrey Fire and Rescue Service's Prevention work.**

**3. Please explain why you feel this way.**

## **Surrey Fire and Rescue Service's work: Protection**

**If you have indicated that you are not confident in Surrey Fire and Rescue Service's Protection work.**

**4. Please explain why you feel this way.**



## **Surrey Fire and Rescue Service's Work: Response**

**If you have indicated that you are not confident in Surrey Fire and Rescue Service's Response work.**

**5. Please explain why you feel this way.**

## **Surrey Fire and Rescue Service's Work continued**

**6. How could Surrey Fire and Rescue Service improve the service it provides?**



## Surrey Fire and Rescue Service risks

*Identifying risk and working out ways to minimise or prevent them is a key aspect of the work Surrey Fire and Rescue Service undertakes. Within the Fire and Rescue Service, risk is defined as a combination of the likelihood and consequences of hazardous events.*

Surrey Fire and Rescue Service has identified these fire and rescue risks in Surrey as: (see the background data here).

**7. Which of the five fire and rescue- related risks identified are you most concerned about?**

*Please select only one item*

- Road Traffic collisions
- Building fires (including home fires)
- Flooding
- Wildfires
- Water Rescue (e.g., rivers and lakes)

**8. Are there any other fire and rescue-related risks not listed above which you are concerned about in your area?**



## About you

Knowing a bit more about you will help us ensure we are speaking to a broad range of residents from across Surrey and to better understand why you are contributing.

This information is optional.

**9. Do you or a family member work for Surrey Fire and Rescue Service?**

- Yes
- No
- Prefer not to say

**10. Have you come into contact with Surrey Fire and Rescue Service within the last 12 months?**

- Yes
- No
- Prefer not to say





# SURREY FIRE & RESCUE SERVICE

**11. In which of the following ways have you interacted with Surrey Fire and Rescue Service?**

- Received support for an emergency incident
- Engaged with Surrey Fire and Rescue Service to attend an event/activity
- School/workplace
- Visit to my home (Safe and Well Visit)
- Visit to my business (Business Safe and Well Visit)
- Messaged Surrey Fire and Rescue via social media or web page

**12. What is the first half of your postcode? (e.g., GU1 or RH2)**

**13. What is your connection to Surrey? *Please select all that apply***

- I live in Surrey
- I work in Surrey
- I own a business in surrey
- I travel through Surrey
- I visit Surrey



## 14. What type of property do you live in?

- A detached house
- A semi-detached house
- A terrace house (including end terrace)?
- A bungalow
- A purpose-built (including in block or tenement or over shops) flat, maisonette or apartment
- A flat, maisonette or apartment which is part of a converted house
- A flat, maisonette or apartment which is part of other converted building (e.g., former school, church, or warehouse)
- A flat, maisonette or apartment which is in a commercial building (e.g., in an office building or hotel)
- A room or rooms (e.g., residential home, bedsit, or flatlet)
- A house of multiple occupancy (e.g., shared house, student house)
- A caravan, mobile home, or houseboat
- Other
- Prefer not to say



**15. Do you (or your household) own or rent this accommodation?**

- Own it outright
- Buying it with the help of a mortgage or loan
- Part own and part rent (shared ownership)
- Rent through private rental sector
- Rent through social rental sector
- Live rent free (with a friend or family member)
- Other
- Prefer not to say

**16. Which age group are you in?**

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+
- Prefer not to say



## 17. What is your ethnic group?

- White- British, English, Northern Irish, Scottish or Welsh
- White- Irish
- White- Gypsy or Irish Traveller
- Any other White background
- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background
- Asian or Asian British- Indian
- Asian or Asian British- Pakistani
- Asian or Asian British- Bangladeshi
- Asian or Asian British- Chinese
- Any other Asian background
- Black or Black British- Caribbean
- Black or Black British- African
- Any other Black British, Caribbean, or African background
- Arab
- Other ethnic group
- Prefer not to say

If other, please specify:



**18. What is your religion?**

- No religion**
- Christian**
- Buddhist**
- Hindu**
- Jewish**
- Muslim**
- Sikh**
- Another religion or belief**
- Prefer not to say**

**If any other religion, please specify:**

**19. What is your gender?**

- Male**
- Female**
- Non-binary or other**
- Prefer not to say**



**20. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? *Please select all that apply (Required)***

- Yes, I am deaf or hard of hearing
- Yes, I have a vision impairment
- Yes, I have one or more physical health conditions
- Yes, I have one or more mental health conditions
- Yes, my mobility is limited
- Yes, I have a neurological condition
- Yes, I have a learning disability or Autism
- No
- Prefer not to say

**21. Which of the following categories best describes your employment status?**

- |  |  |
|--|--|
| <input type="checkbox"/> Full time employment              | <input type="checkbox"/> Student           |
| <input type="checkbox"/> Part time employment              | <input type="checkbox"/> Retired           |
| <input type="checkbox"/> Self-employed (full or part time) | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Voluntary employment              | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Not employed                      |  |



**22. Where did you find out about this survey?**

- Social media
- Event Surrey Fire and Rescue Service attended or hosted
- Leaflet
- Poster
- Media/newspaper
- Surrey Matters
- Other

**If other, please specify:**

**23. If you would you be interested in participating in research related to Surrey Fire and Rescue, please leave your email address below.**

**Thank you for completing this survey.**