



**SURREY
FIRE & RESCUE SERVICE**

What matters to you?



**Easy
Read**

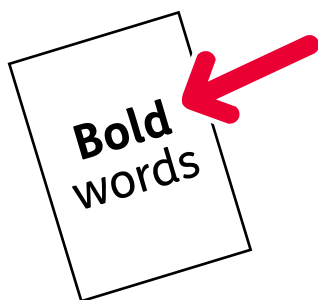
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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.

Some words are [blue and underlined](#).



These are links that will go to another website which has more information.

Introduction



This is a survey from Surrey Fire and Rescue Service.



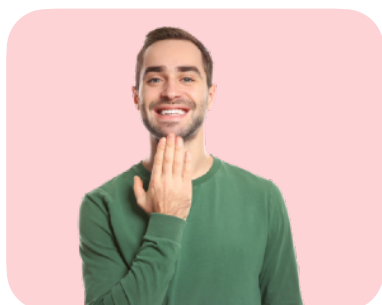
We want to find out what matters to you as someone who lives in the local area.



This will help us write a plan that will make our service better in the future.



Your answers will help us to decide what we need to work on.



Thank you for taking part in this survey.

Your information



By filling in this survey you are saying that Surrey Fire and Rescue Service can look at and keep your information to help them write their service plan.



You can tell us if you do not want us to use your information anymore, at any time, by emailing surreycommsfrs@surreycc.gov.uk



For more information about how we keep your information safe, please follow this link:

www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/fire-and-rescue-service



If you would like this survey in a different format, like large print, please email: surreycommsfrs@surreycc.gov.uk

Questions about our service

What do you think about Surrey Fire and Rescue Service?








These questions are to find out how you feel about our service.

Please tick one box for each question.



Question 1a: Please tell us if you agree or disagree with this sentence.

I trust the advice that Surrey Fire and Rescue Service gives me.

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
				



Question 1b: Please tell us if you agree or disagree with this sentence.

I am sure that Surrey Fire and Rescue Service will do their job well in an emergency.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree



Question 1c: Please tell us if you agree or disagree with this sentence.

I know what Surrey Fire and Rescue Service does to stop emergencies happening and keep people safe in their homes.

Strongly agree

Agree

Neither agree or disagree

Disagree

Strongly disagree





Question 1d: Please tell us if you agree or disagree with this sentence.

I think that Surrey Fire and Rescue Service meets people's needs well.

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree



Question 1e: Please tell us if you agree or disagree with this sentence.

I feel that people who work for Surrey Fire and Rescue Service are from different backgrounds like people who live in Surrey.

Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree

Questions about the work we do

Please tick one box for each question, showing how sure you are that we can do our job well.



Question 2a: How sure are you that Surrey Fire and Rescue Service can keep people safe in their homes and local areas?

Very sure

Quite sure

Sure

A little bit sure

Not at all sure

Don't know



If you ticked *a little bit sure* or *not at all sure*, please write down why you feel this way:



Question 2b: How sure are you that Surrey Fire and Rescue Service can keep businesses, staff and customers safe?

Very sure

Quite sure

Sure

A little bit sure

Not at all sure

Don't know



If you ticked *a little bit sure* or *not at all sure*, please write down why you feel this way:



Question 2c: How sure are you that Surrey Fire and Rescue Service can deal with emergencies like fires or water rescues?

Very
sure

Quite
sure

Sure

A little
bit sure

Not at
all sure

Don't
know



If you ticked *a little bit sure* or *not at all sure*, please write down why you feel this way:



Question 3: How could Surrey Fire and Rescue Service make their service better?

A large, empty rectangular box with a thin black border, intended for writing an answer to the question.

Questions about risks



Risks are things that might go wrong or emergencies that might happen.



We have to think about what are the most serious risks to people in Surrey.



Question 4: Which of the 5 fire and rescue risks below are you most worried about?

Please only tick 1 box.

- Road traffic crashes
- Building and home fires
- Flooding
- Wildfires
- Rescuing people from water, like lakes and rivers



Question 5: Are there any other fire and rescue risks that you are worried about?

A large, empty rectangular box with a thin black border, intended for the user to provide their answer to the question.

Questions about you



Knowing more about you will help us to make sure we are speaking to different groups of people in Surrey.



You do not have to fill in this part of the survey if you do not want to.



Question 6: Do you or a family member work for Surrey Fire and Rescue Service?

Yes

No

I do not want to say



Question 7: Have you been helped or contacted by Surrey Fire and Rescue Service in the last 12 months?

Yes

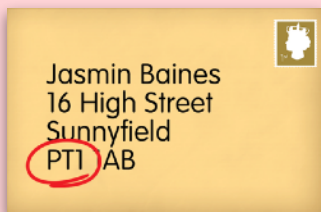
No

I do not want to say



Question 8: Which of these ways have you been contacted by Surrey Fire and Rescue Service?

- Got support in an emergency
- Been to an event or activity
- Spoken to us at school or work
- Had a visit to my home
- Had a visit to my business
- Messaged us on social media, like Facebook or Twitter, or on our website



Question 9: What is the first half of your postcode? Like GU1 or RH2.



Question 10: What type of house do you live in?

- A detached house - your house is not attached to any other house
- A semi-detached house - your house is attached to 1 other house
- A terrace house - all of the houses in your street are attached to each other
- A bungalow - your house only has 1 floor
- A flat which was built as a flat, like in a block of flats
- A flat which has been made from part of a house

- A flat which has been made from part of another building, like a school or warehouse
- A flat which is in a building usually used for businesses, like an office building or a hotel
- A room or rooms, like in a care home or a bedsit
- A house that is shared with other people that aren't your family
- A caravan, mobile home or houseboat
- Other
- I do not want to say



Question 11: Do you or the people you live with own or **rent** where you live?

Rent is money you pay every month to someone to live in their property.

- Own it without owing any money to anyone
- Own it by borrowing money from a bank or other organisation
- Part own and part rent - called shared ownership
- Rent from a private landlord
- Rent from a social landlord, like a council or housing association
- Live with a friend or family member and do not pay any rent
- Other
- I do not want to say



Question 12: How old are you?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over
- I do not want to say

Question 13: What is your ethnic group?



White

- British, English, Northern Irish or Welsh
- Irish
- Gypsy or Irish Traveller
- Any other White background



Mixed ethnic background

- White and Caribbean
- White and Black African
- White and Asian
- Any other mixed or multiple ethnic background



Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background



Black or Black British

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



Other ethnic background

Arab

Other ethnic group, please write down which:

I do not want to say



Question 14: What is your religion?

No religion



Christian



Buddhist



Hindu



Jewish



Muslim



Sikh

Another religion or belief,
please write down which:

I do not want to say



Question 15: What is your gender?

Male

Female

Non-binary or other - this
means you don't feel yourself
to be either male or female.

I do not want to say



Question 16: Do you struggle with some day-to-day activities because of a health problem or disability which has affected you for more than 12 months?

- Yes, I am deaf or hard of hearing
- Yes, I am blind or have problems with my eyesight
- Yes, I have one or more health conditions to do with my body
- Yes, I have one or more mental health conditions
- Yes, I have trouble moving around
- Yes, I have a condition to do with my nerve system
- Yes, I have a learning disability or I am autistic
- No
- I do not want to say



Question 17: Which of the following best describes your work life?

- Full time employed - you work more than 35 hours a week
- Part time employed - you work less than 35 hours a week
- Self-employed - you work for yourself (full or part time)
- Work as a volunteer - you give your time for free
- Not employed
- Student
- Retired
- I do not want to say
- Other



Question 18: Where did you find out about this survey?

- Social media, like Facebook or Twitter
- An event that Surrey Fire and Rescue Service held or were at
- Leaflet
- Poster
- In a newspaper
- Surrey Matters newsletter
- Other, please write down where you found out about this survey: