



East Sussex
Fire & Rescue Service

**East Sussex Fire and Rescue Service
Budget Survey 2012
Draft Report of Findings**

December 2012



As with all our studies, findings from this survey are subject to Opinion Research Services Standard Terms and Conditions of Contract

Any press release or publication of the findings of this survey requires the advance approval of ORS. Such approval will only be refused on the grounds of inaccuracy or misrepresentation

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1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by East Sussex Fire & Rescue Service (ESFRS) to undertake a budget survey about East Sussex Fire and Rescue Service's priorities and budgets for 2013/14 and beyond .
- 1.2 The survey was designed to produce results that are representative of the population of East Sussex/Brighton and Hove. The research comprised a total of 500 telephone interviews with East Sussex/Brighton and Hove residents (aged 16+) conducted during October and November 2012.
- 1.3 Fieldwork ran from the 25th of October until the 15th of November 2012. Target telephone numbers were dialled up to seven times at different times of the day and on different days of the week (including evenings and weekends), in order to try to make contact. There were quota controls to ensure a representative achieved sample.
- 1.4 The survey was conducted using random digit telephone dialling and the achieved sample totalled 501 residents, drawn from the areas covered by East Sussex Fire Authority – namely, Brighton and Hove, Eastbourne Borough, Hastings Borough, Lewes District, Rother District and Wealden District.

Weighting the Data

- 1.5 The survey results have been weighted, where necessary, to correct for some over- and under-representation in the returned sample. The results presented here are therefore representative of East Sussex and Brighton & Hove.
- 1.6 Comparative data was available for gender, age, borough/district and working status, which we subsequently checked, and weighted by age.
- 1.7 The tables that appear without commentary on the following pages show the un-weighted and weighted profiles of the responses to the survey. (Please note that the figures may not always sum to 100% due to slight rounding errors).

Respondent Profile

^{1.8} Please note that the figures may not always sum to 100% due to slight rounding errors. *% denotes a proportion of less than 1% but greater than zero

Table 1: Gender - All Respondents

Note: Figures may not sum due to rounding

Gender	Unweighted Count	Unweighted Valid %	Weighted Valid %
Male	247	49	48
Female	254	51	52
Not known	0	-	-
Total	501	100	100

Table 2: Age - All Respondents

Note: Figures may not sum due to rounding

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 16 to 24	65	13	15
Aged 25 to 34	73	15	16
Aged 35 to 44	62	12	12
Aged 45 to 54	110	22	20
Aged 55 to 64	76	15	15
Aged 65 to 74	66	13	13
Aged 75 or over	49	10	10
Not known	0	-	-
Total	501	100	100

Table 3: Ethnic Origin - All Respondents

Note: Figures may not sum due to rounding

Ethnic Origin	Unweighted Count	Unweighted Valid %	Weighted Valid %
White British	474	96	88
Not White British	22	4	12
Not known	5	-	-
Total	501	100	100

Table 4: Long-standing illness/Disability - All Respondents

Note: Figures may not sum due to rounding

Long-standing illness/Disability	Unweighted Count	Unweighted Valid %	Weighted Valid %
Long-standing illness/disability	38	8	8
No long-standing illness/disability	462	92	92
Not known	1	-	-
Total	501	100	100

Table 5: Working Status - All Respondents

Note: Figures may not sum due to rounding

Working Status	Unweighted Count	Unweighted Valid %	Weighted Valid %
Working	304	61	52
Retired	131	26	27
Otherwise not working	66	13	21
Not known	0	-	-
Total	501	100	100

Table 6: Region - All Respondents

Note: Figures may not sum due to rounding

Region	Unweighted Count	Unweighted Valid %	Weighted Valid %
Eastbourne	62	12	12
Hastings	56	11	12
Lewes	61	12	11
Rother	57	11	11
Wealden	93	19	17
Brighton and Hove	172	34	37
Not known	0	-	-
Total	501	100	100

Interpretation of the Data

- ^{1.9} Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.
- ^{1.10} In some cases figures of 2% or below have been excluded from graphs.
- ^{1.11} Graphics are used extensively in this report to make it as user friendly as possible. The pie charts and other graphics show the proportions (percentages) of residents making relevant responses. Where possible, the colours of the charts have been standardised with a ‘traffic light’ system in which:
- Green shades represent positive responses
 - Beige and purple shades represent neither positive nor negative responses
 - Red shades represent negative responses
 - The bolder shades are used to highlight responses at the ‘extremes’, for example, very satisfied or very dissatisfied.
- ^{1.12} Comparisons with the 2009 survey have been made where appropriate.

Acknowledgements

- ^{1.13} ORS would like to thank Diana Williams at East Sussex Fire & Rescue Service for her help and assistance in developing the project. We would also like to thank the 501 people who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Some Main Conclusions and Recommendations

- 2.1 The most positive indicators have been outlined below as well as some areas for consideration. Please bear in mind that these comparisons of 'best' and 'worst' rankings are only an indication of performance.

Areas of High Performance

- 2.2 Almost 9 in 10 (89%) of residents agreed that their Fire & Rescue Service is working to make their communities safer.
- 2.3 More than four fifths (83%) of residents agreed that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money.
- 2.4 Almost all (99%) of residents who had personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months, were satisfied overall with the service they received the last time they were in contact with ESFRS.

Areas for Consideration

- 2.5 A quarter of residents (25%) felt poorly informed about the standard of service they should expect from their Fire & Rescue Service.
- 2.6 More than half (52%) of residents reported feeling poorly informed about what their Fire and Rescue Service spends its money on.

Summary of Main Findings

- 2.7 The following paragraphs summarise the main findings. However, readers are referred to the detailed graphics for the full story. The suite of ORS reports also includes full cross tabulations.

Service Planning and Budget

- 2.8 Almost half (47%) of residents reported feeling well informed about the standard of service they should expect from their Fire & Rescue Service; a quarter (25%) felt poorly informed.
- 2.9 Almost 9 in 10 (89%) residents agreed that their Fire & Rescue Service is working to make their communities safer; 3% disagreed.
- 2.10 More than four fifths (83%) of residents agreed that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money; 3% disagreed.
- 2.11 More than four fifths (85%) of residents agreed that in future, East Sussex Fire Authority should prioritise services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents; 3% disagreed.
- 2.12 More than 9 in 10 (93%) residents agreed that the Fire and Rescue Service should continue to invest in prevention and protection services to prevent fires from happening in the first place, as well as meeting current emergency response standards despite reductions in government funding; 4% disagreed.
- 2.13 More than four fifths (84%) of residents agreed with the proposal that in 2013/14 the Service should review how its Community Prevention, Protection and Response Services are provided to maintain the Authority's statutory duty and stated aims; 4% disagreed.
- 2.14 More than 9 in 10 (93%) residents agreed with the proposal to prioritise Response, Prevention and Protection services to achieve the best community safety outcomes that the Service can afford within available resources; 4% disagreed.
- 2.15 Just over four fifths (81%) of residents agreed that the Fire and Rescue Service should work with partners and share support services where it is most cost effective to do so; 13% disagreed.
- 2.16 Just under three quarters (74%) of residents agreed that the Fire and Rescue Service should increase its income on some services to reinvest into the community; 11% disagreed.
- 2.17 Almost three quarters (73%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for false alarm calls from domestic properties; 18% disagreed.
- 2.18 Just over three quarters (76%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for false alarm calls from local businesses; 17% disagreed.
- 2.19 Around two thirds (67%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for false alarm calls from local public sector organisations; 23% disagreed.

- 2.20 Two fifths (40%) of residents thought that the Service should accept the Government's freeze grant offer and not increase its Council Tax in 2013/14, knowing that cuts would have to be made in 15/16 and beyond to compensate for the loss of grant; 60% thought that the Service should not accept the Government's freeze grant offer.
- 2.21 More than 9 in 10 (92%) residents thought that the Service should reject the Government's offer, and still increase Council Tax so that it helps to fund fire and services in future years when the grant ceases; 8% thought that the Service should not reject the offer.
- 2.22 Just over two fifths (42%) of residents who are council tax bill payers said that they would support an increase of approximately 81p or less per year per household. In contrast, just under two thirds (64%) of residents who are not council tax bill payers said that they would support this increase.
- 2.23 Almost three fifths (58%) of residents who are council tax bill payers said that they would support an increase of approximately £1.60 or less per year per household. In contrast, less than two fifths (36%) of residents who are not council tax bill payers said that they would support this increase.
- 2.24 More than half (52%) of residents reported feeling poorly informed about what their Fire and Rescue Service spends its money on; just over a quarter (27%) felt well informed.

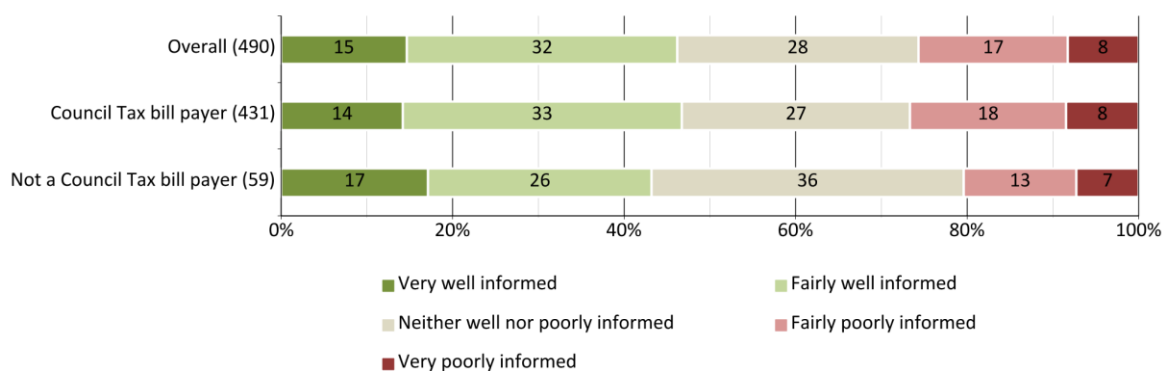
Contact with ESFRS

- 2.25 The majority (87%) of residents stated that they have not personally used or had any contact with East Sussex Fire & Rescue Service in the past 12 months.
- 2.26 When those residents who stated that they had had contact with ESFRS in the last 12 months were asked how they had had this contact, more than a fifth of residents reported that it was due to a fire emergency (22%), or through a home fire safety check/visit (21%).
- 2.27 Almost all (99%) residents who had personally used or had any contact with East Sussex Fire and Rescue Service in the past 12 months were satisfied overall with the service they received the last time they were in contact with ESFRS.

3. Service Planning and Budget Results

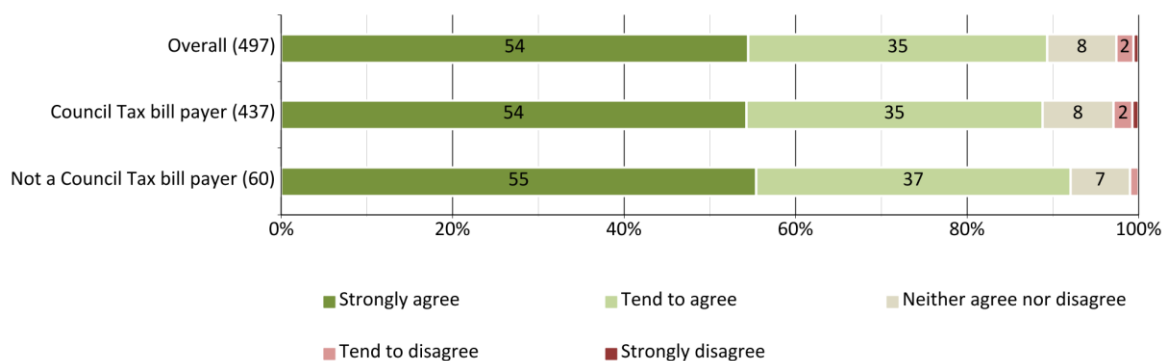
- 3.1 Almost half (47%) of residents reported feeling well informed about the standard of service they should expect from their Fire & Rescue Service; 25% felt poorly informed.
- 3.2 More council tax payers (47%) than non-council tax payers (43%) reported feeling well informed.

Figure 1: How well or poorly informed do you feel overall about the standard of service you should expect from your Fire & Rescue Service?
 Base: All Respondents (number of respondents shown in brackets)



- 3.3 Almost 9 in 10 (89%) residents agreed that their Fire & Rescue Service is working to make their communities safer; 3% disagreed.
- 3.4 More non-council tax payers (92%) than council tax payers (89%) agreed with this statement.

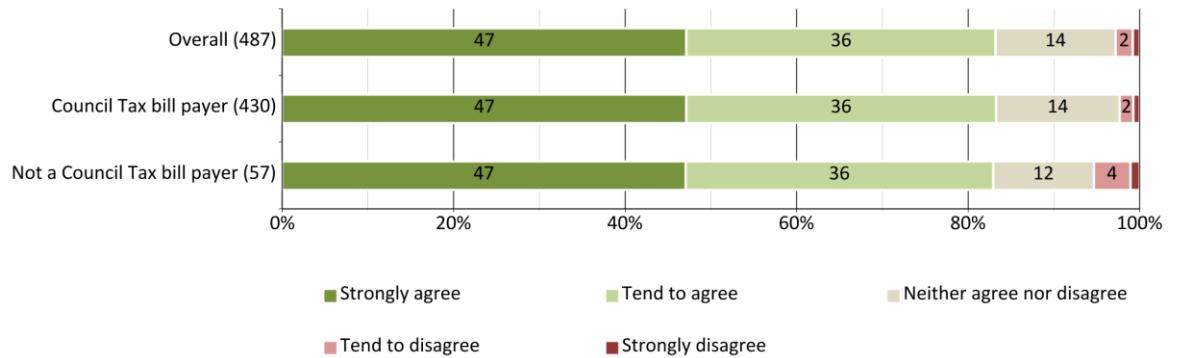
Figure 2: To what extent do you agree or disagree overall that the following statement applies to your Fire & Rescue Service: 'I feel that my Fire & Rescue Service is working to make our communities safer'?
 Base: All Respondents (number of respondents shown in brackets)



- 3.5 More than four fifths (83%) of residents agreed that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money; 3% disagreed.
- 3.6 An equal proportion of council tax payers and non-council tax payers (83%) agreed with this statement.

Figure 3: To what extent do you agree or disagree that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money?

Base: All Respondents (number of respondents shown in brackets)

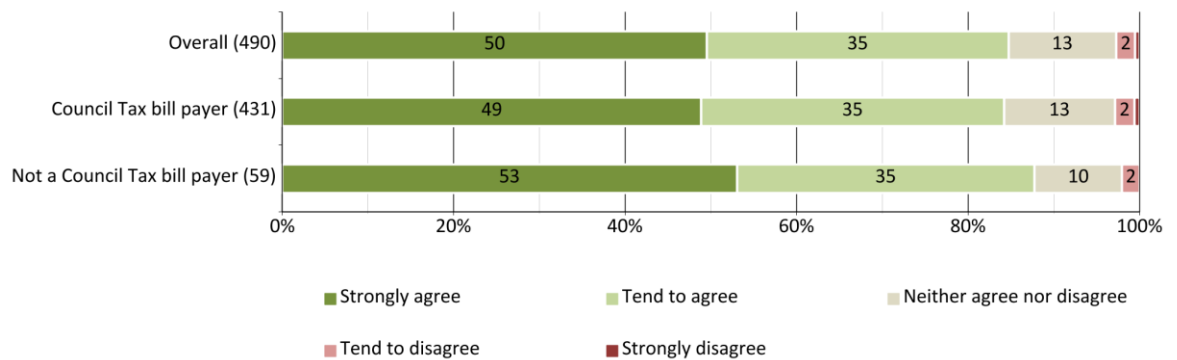


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- 3.11 More than four fifths (85%) of residents agreed that in future East Sussex Fire Authority should prioritise services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents; 3% disagreed.
- 3.12 A greater proportion of non-council tax payers (88%) than council tax payers (84%) agreed with this statement.

Figure 5: To what extent do you agree or disagree that in future East Sussex Fire Authority should prioritise services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents?

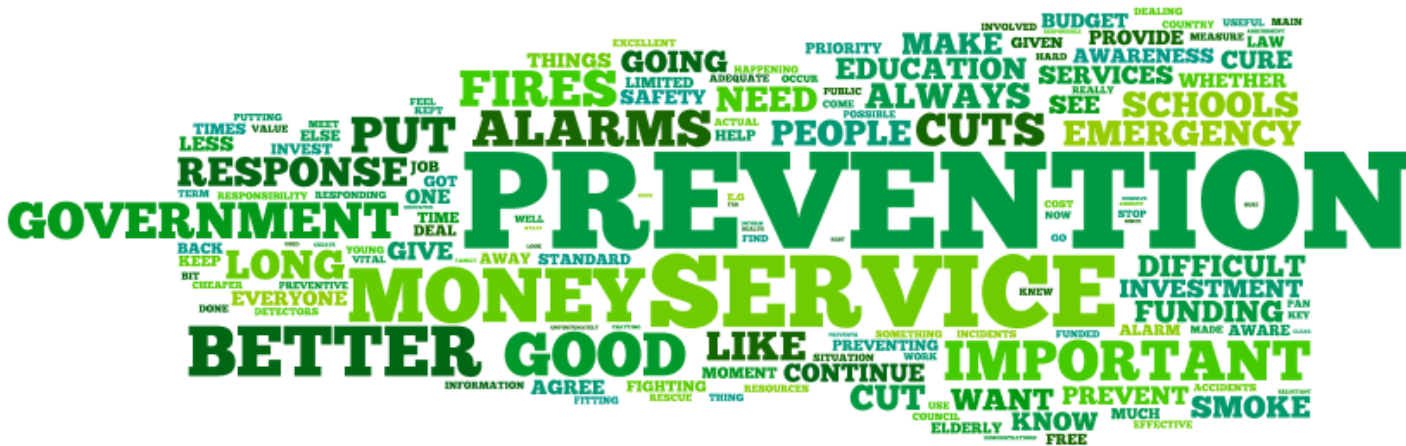
Base: All Respondents (number of respondents shown in brackets)



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Figure 7: Do you have any additional comments you would like to make about East Sussex Fire Authority prioritising their services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents?

Base: All Respondents



- 3.16 When residents were asked if they had any additional comments about East Sussex Fire Authority prioritising their services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents, responses showed widespread agreement:

"Prevention is going to save money in the long term".

"Prevention is better than cure".

"Agree to a proactive response, not reactive response".

"I think it's really good that awareness of fire safety occurs from a young age".

- 3.17 However, other residents expressed a view that a focus on preventative work should not happen at the expense of other aspects of the Service's work:

"While prevention is important, emergency response is vital".

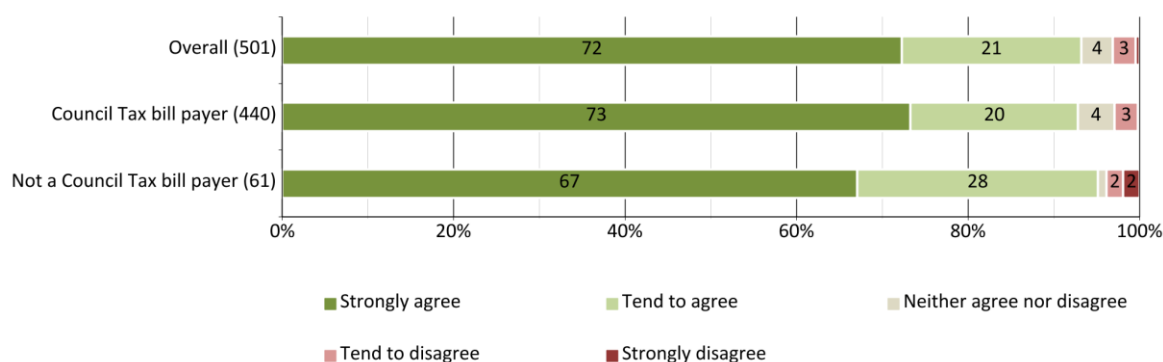
"They should put more into response time".

"It's always a good thing to make everyone aware, but I don't want to be taking that away from the front line service because of cuts. I'd rather have them fighting fires than chatting to schools".

- 3.18 More than 9 in 10 (93%) residents agreed that the Fire and Rescue Service should continue to invest in prevention and protection services to prevent fires from happening in the first place as well as meeting current emergency response standards despite reductions in government funding; 4% disagreed.
- 3.19 More non-council tax payers (95%) than council tax payers (93%) agreed with this statement.

Figure 8: To what extent do you agree or disagree that the Fire and Rescue Service should continue to invest in prevention and protection services to prevent fires from happening in the first place as well as meeting current emergency response standards despite reductions in government funding

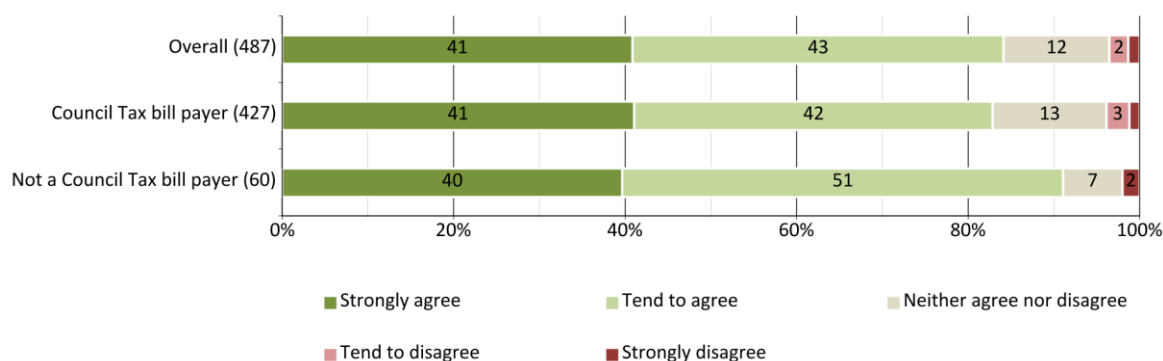
Base: All Respondents (number of respondents shown in brackets)



- 3.20 More than four fifths (84%) of residents agreed with the proposal that in 2013/14 the Service should review how its Community Prevention, Protection and Response Services are provided to maintain the Authority's statutory duty and stated aims; 4% disagreed.
- 3.21 More non-council tax payers (91%) than council tax payers (83%) agreed with this proposal.

Figure 9: To what extent do you agree or disagree with the proposal that in 2013/14 the Service should review how its Community Prevention, Protection and Response Services are provided to maintain the Authority's statutory duty and stated aims?

Base: All Respondents (number of respondents shown in brackets)

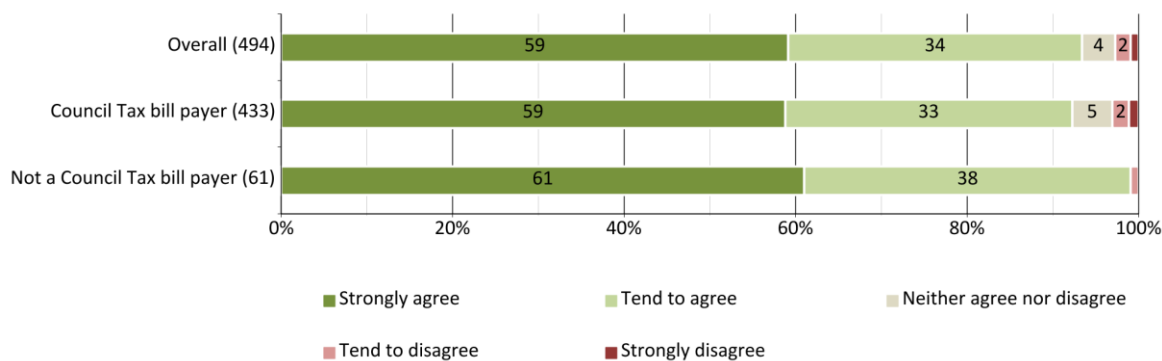


3.22 More than 9 in 10 (93%) residents agreed with the proposal to prioritise Response, Prevention and Protection services to achieve the best community safety outcomes that the Service can afford within available resources; 4% disagreed.

3.23 More non-council tax payers (99%) than council tax payers (92%) agreed with this proposal.

Figure 10: To what extent do you agree or disagree with the proposal to prioritise Response, Prevention and Protection services to achieve the best community safety outcomes that the Service can afford within available resources?

Base: All Respondents (number of respondents shown in brackets)

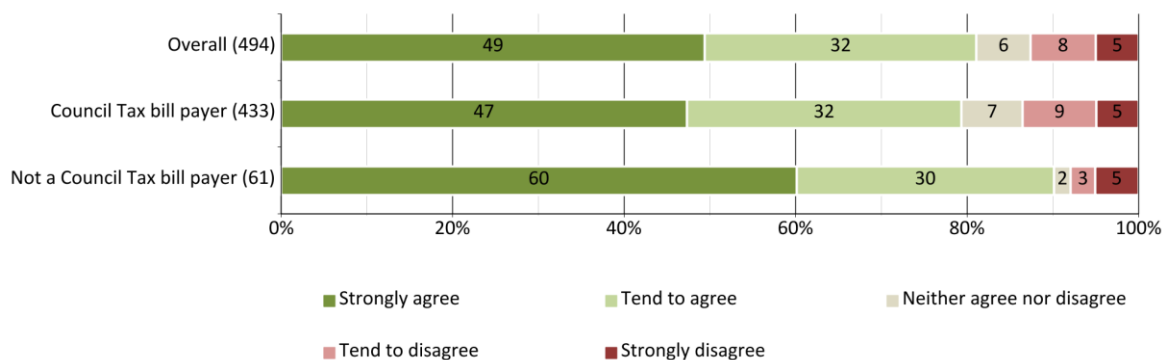


3.24 Just over four fifths (81%) of residents agreed that the fire service should work with partners and share support services where it is most cost effective to do so; 13% disagreed.

3.25 More non-council tax payers (90%) than council tax payers (79%) agreed with this statement.

Figure 11: To what extent do you agree or disagree that the fire service should work with partners and share support services where it is most cost effective to do so?

Base: All Respondents (number of respondents shown in brackets)

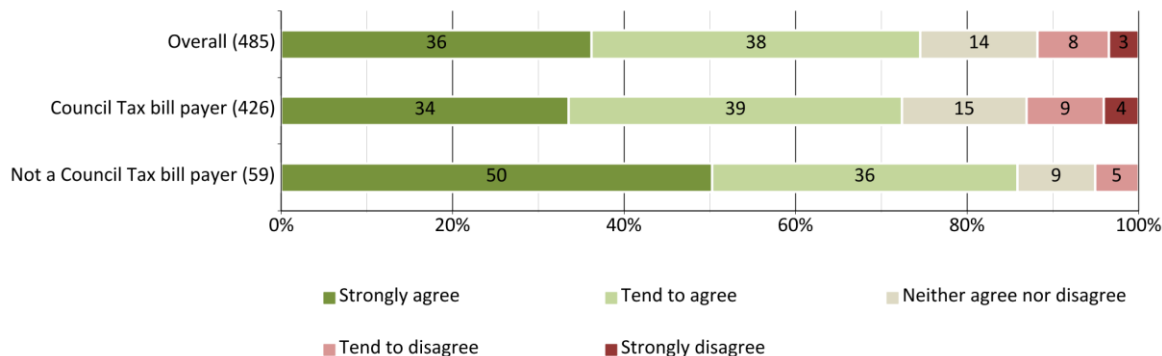


3.26 Just under three quarters (74%) of residents agreed that the Fire Service should increase its income on some services to reinvest into the community; 11% disagreed.

3.27 More non-council tax payers (86%) than council tax payers (73%) agreed.

Figure 12: To what extent do you agree or disagree that the Fire Service should increase its income on some services to reinvest into the community?

Base: All Respondents (number of respondents shown in brackets)

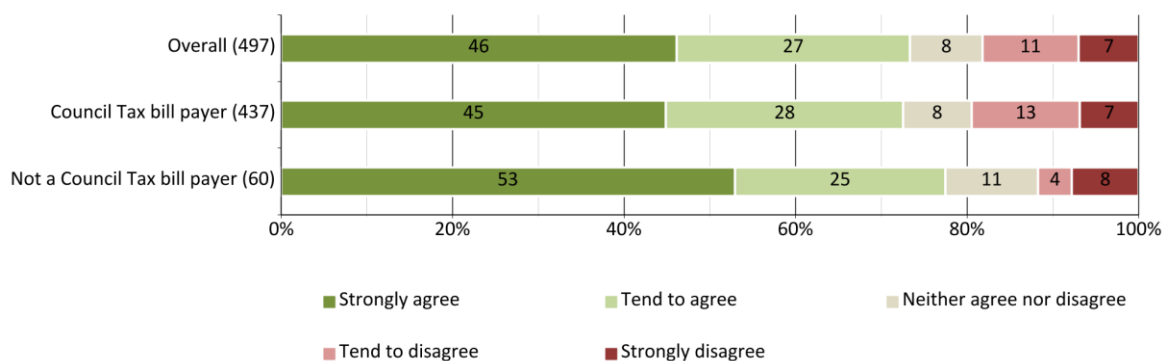


3.28 Almost three quarters (73%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for *false alarm calls from domestic properties*; 18% disagreed.

3.29 More non-council tax payers (78%) than council tax payers (73%) agreed.

Figure 13: To what extent do you agree or disagree that, if it is made possible by a change in the law, the Fire and Rescue Service should charge for...false alarm calls from domestic properties.

Base: All Respondents (number of respondents shown in brackets)

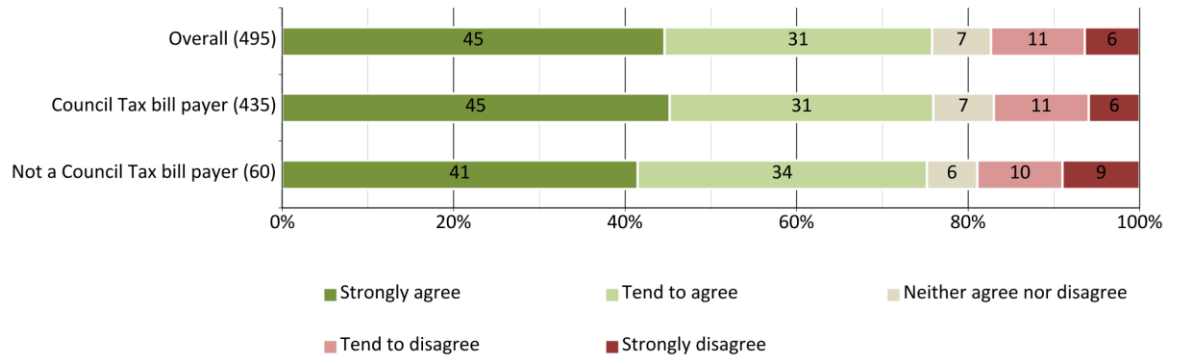


3.30 Just over three quarters (76%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for false alarm calls from local businesses; 17% disagreed.

3.31 A similar proportion of council tax payers (76%) and non-council tax payers (75%) agreed.

Figure 14: To what extent do you agree or disagree that, if it is made possible by a change in the law, the Fire and Rescue Service should charge for...false alarm calls from local businesses.

Base: All Respondents (number of respondents shown in brackets)

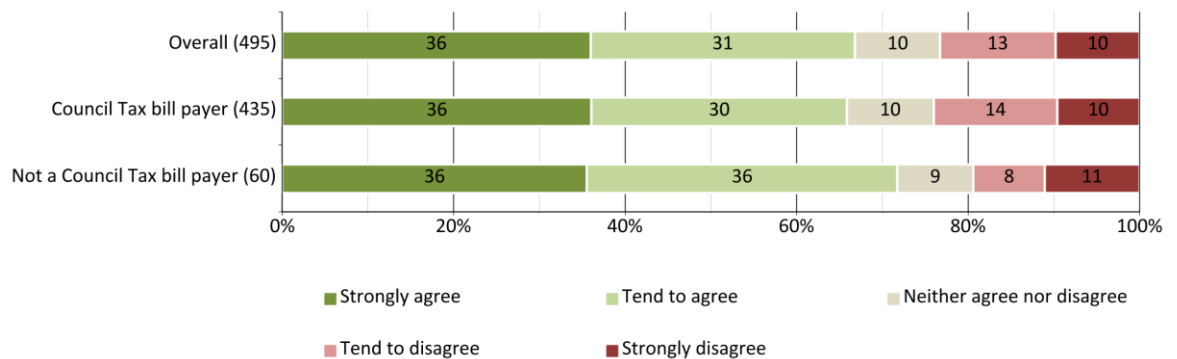


3.32 Around two thirds (67%) of residents agreed that if it is made possible by a change in the law, the Fire and Rescue Service should charge for false alarm calls from local public sector organisations; 23% disagreed.

3.33 More non-council tax payers (72%) than council tax payers (66%) agreed with this statement.

Figure 15: To what extent do you agree or disagree that, if it is made possible by a change in the law, the Fire and Rescue Service should charge for...false alarm calls from local public sector organisations.

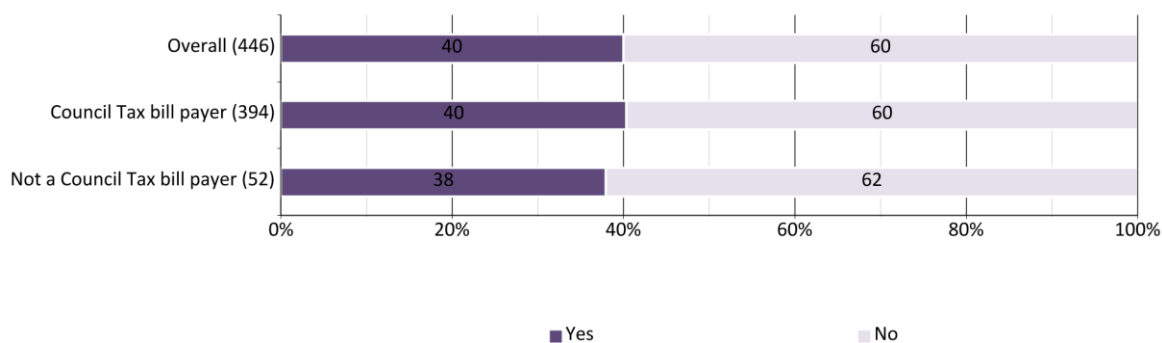
Base: All Respondents (number of respondents shown in brackets)



- 3.34 Two fifths (40%) of residents thought that the Service should accept the Government's freeze grant offer and not increase its Council Tax in 2013/14 knowing that cuts would have to be made in 15/16 and beyond to compensate for the loss of grant; 60% thought that the Service should not accept the Government's freeze grant offer.

Figure 16: Should the Service accept the Government's freeze grant offer and not increase its Council Tax in 2013/14 knowing that cuts would have to be made in 15/16 and beyond to compensate for the loss of grant?

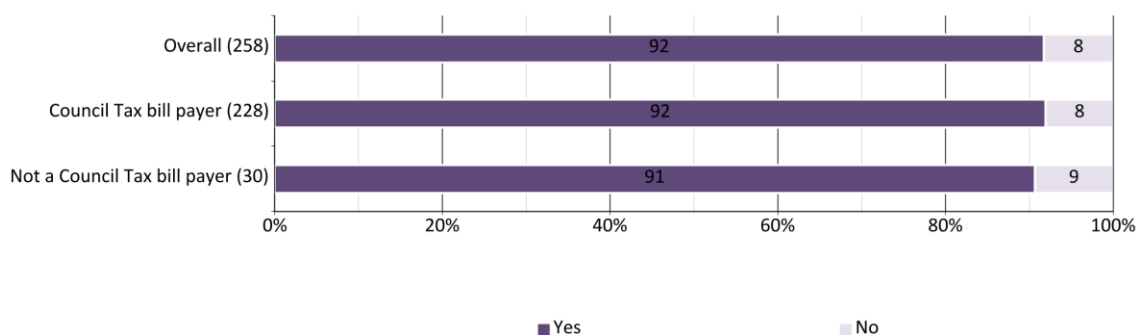
Base: All Respondents (number of respondents shown in brackets)



- 3.35 More than 9 in 10 (92%) residents thought that the Service should reject the Government offer, and still increase Council Tax so that it helps to fund fire and services in future years when the grant ceases; 8% thought that the Service should not reject the offer.

Figure 17: Do you think the Service should reject the Government offer, and still increase Council Tax so that it helps to fund fire and services in future years when the grant ceases?

Base: All Respondents (number of respondents shown in brackets)

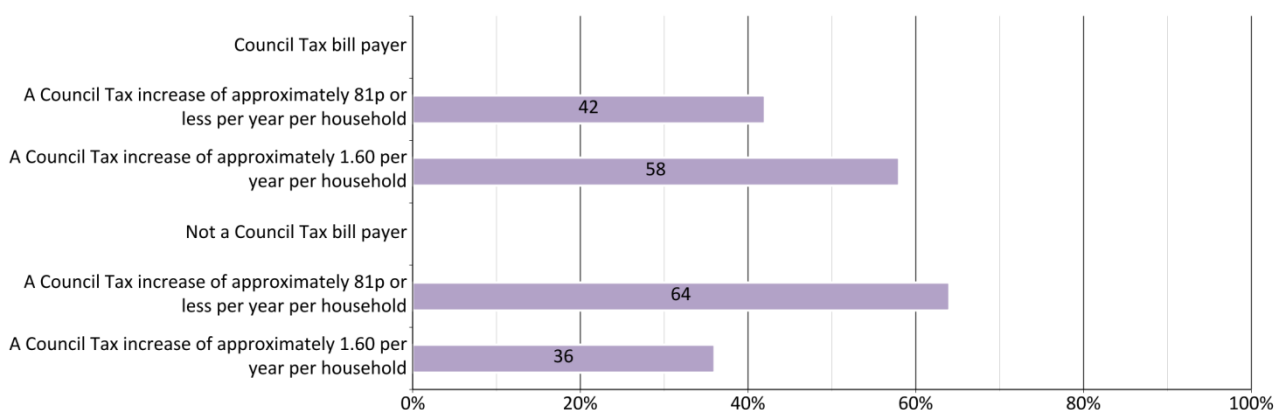


3.36 Just over two fifths (42%) of residents who are council tax bill payers said that they would support an increase of approximately 81p or less per year per household. In contrast, just under two thirds (64%) of residents who are not council tax bill payers said that they would support this increase.

3.37 Almost three fifths (58%) of residents who are council tax bill payers said that they would support an increase of approximately £1.60 or less per year per household. In contrast, less than two fifths (36%) of residents who are not council tax bill payers said that they would support this increase.

Figure 18: If the Fire and Rescue Service rejected the government's freeze grant offer and decided to increase council tax, which of the following would you support?

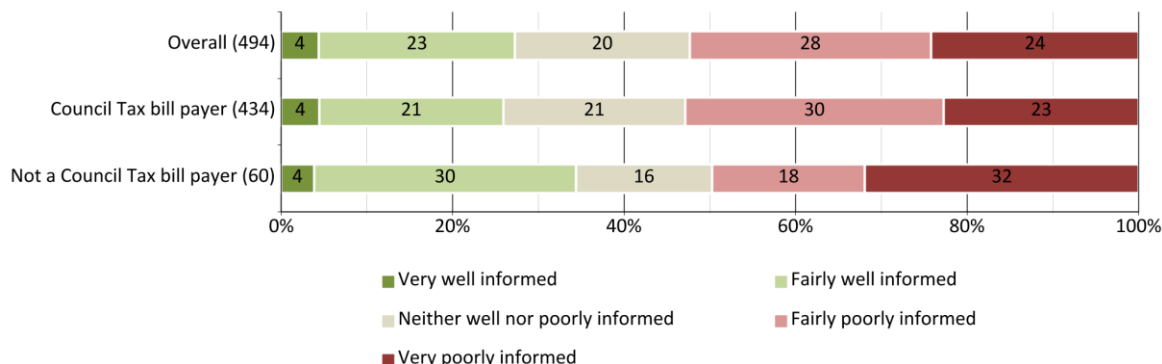
Base: All Respondents



3.38 More than half (52%) of residents reported feeling poorly informed about what their Fire and Rescue Service spends its money on; just over a quarter (27%) felt well informed.

Figure 19: How well or poorly informed do you feel overall about what your Fire and Rescue Service spends its money on?

Base: All Respondents (number of respondents shown in brackets) shown in brackets)



Demographic sub-group analysis

3.77 The tables below and overleaf show how responses vary across different sub-groups of the population.

Table 7: How well or poorly informed do you feel overall about the standard of service you should expect from your Fire & Rescue Service?...Demographic sub-group analysis.

How well or poorly informed do you feel overall about the standard of service you should expect from your Fire & Rescue Service?	Residents significantly more likely than average to feel well informed	Residents significantly less likely than average to feel well informed
	Aged 75 or over	-

Table 8: To what extent do you agree or disagree overall that the following statement applies to your Fire & Rescue Service: "I feel that my Fire & Rescue Service is working to make our communities safer"? Demographic sub-group analysis.

To what extent do you agree or disagree overall that the following statement applies to your Fire & Rescue Service:	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
"I feel that my Fire & Rescue Service is working to make our communities safer"?	With a disability or long-term illness	-

Table 9: To what extent do you agree or disagree that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money? Demographic sub-group analysis.

To what extent do you agree or disagree that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides good value for money?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	Living in Hastings Retired	-

Table 10: To what extent do you agree or disagree that the Fire and Rescue Service should continue to invest in prevention and protection services to prevent fires from happening in the first place as well as meeting current emergency response standards despite reductions in government funding? Demographic sub-group analysis.

To what extent do you agree or disagree that the Fire and Rescue Service should continue to invest in prevention and protection services to prevent fires from happening in the first place as well as meeting current emergency response standards despite reductions in government funding	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	Living in Hastings	Aged 75 or over

Table 11: To what extent do you agree or disagree with the proposal that in 2013/14 the Service should review how its Community Prevention, Protection and Response Services are provided to maintain the Authority's statutory duty and stated aims? Demographic sub-group analysis.

To what extent do you agree or disagree with the proposal that in 2013/14 the Service should review how its Community Prevention, Protection and Response Services are provided to maintain the Authority's statutory duty and stated aims?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	-	Aged 45 to 54

Table 12: To what extent do you agree or disagree with the proposal to prioritise Response, Prevention and Protection services to achieve the best community safety outcomes that the Service can afford within available resources? Demographic sub-group analysis.

To what extent do you agree or disagree with the proposal to prioritise Response, Prevention and Protection services to achieve the best community safety outcomes that the Service can afford within available resources?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	Aged 25 to 34 Not a council tax bill payer	Aged 55 to 64

Table 13: To what extent do you agree or disagree that the fire service should work with partners and share support services where it is most cost effective to do so? Demographic sub-group analysis.

To what extent do you agree or disagree that the fire service should work with partners and share support services where it is most cost effective to do so?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	Aged 16 to 24 Not a council tax bill payer	Aged 35 to 44

Table 14: To what extent do you agree or disagree that the Fire Service should increase its income on some services to reinvest into the community? Demographic sub-group analysis.

To what extent do you agree or disagree that the Fire Service should increase its income on some services to reinvest into the community?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
	Aged 16 to 24 Not a council tax bill payer	Aged 35 to 44 Non-Christian

Table 15: To what extent do you agree or disagree that, if it is made possible by a change in the law, the Fire and Rescue Service should charge for... ? Demographic sub-group analysis.

To what extent do you agree or disagree that, if it is made possible by a change in the law, the Fire and Rescue Service should charge for...?	Residents significantly more likely than average to agree	Residents significantly less likely than average to agree
... false alarm calls from domestic properties?	Christian Living in Eastbourne	-
... false alarm calls from local public sector organisations?	Living in Wealden	-

Table 16: Should the Service accept the Government's freeze grant offer and not increase its Council Tax in 2013/14 knowing that cuts would have to be made in 15/16 and beyond to compensate for the loss of grant?? Demographic sub-group analysis.

Should the Service accept the Government's freeze grant offer and not increase its Council Tax in 2013/14 knowing that cuts would have to be made in 2015/16 and beyond to compensate for the loss of grant?	Residents significantly more likely than average to say 'yes'	Residents significantly less likely than average to say 'yes'
	Retired	With a disability or long-term illness

Table 17: Do you think the Service should reject the Government offer, and still increase Council Tax so that it helps to fund fire and services in future years when the grant ceases? Demographic sub-group analysis.

Do you think the Service should reject the Government offer, and still increase Council Tax so that it helps to fund fire and services in future years when the grant ceases?	Residents significantly more likely than average to say 'yes'	Residents significantly less likely than average to say 'yes'
	Living in Rother	-

Table 18: If the Fire and Rescue Service rejected the government's freeze grant offer and decided to increase council tax, which of the following would you support?? Demographic sub-group analysis.

If the Fire and Rescue Service rejected the government's freeze grant offer and decided to increase council tax, which of the following would you support?	Residents significantly more likely than average to support this option
A Council Tax increase of approximately 81p or less per year per household	Aged 16 to 24 Not a council tax bill payer
A Council Tax increase of approximately £1.60 per year per household	Aged 45 to 54

Comparisons with 2009 survey

^{3.78} The tables below show the results and the percentage point changes between 2009 and 2012 for questions which are comparable across both surveys.

Table 19: How well or poorly informed do you feel about the standards of service you should expect from your Fire & Rescue Service? Comparison with 2009 survey.

How well or poorly informed do you feel overall about the standard of service you should expect from your Fire & Rescue Service?	% who said 'well informed' 2009	% who said 'well informed' 2012	% change since 2009
	46	47	↑1

Table 20: To what extent do you agree or disagree that the Fire & Rescue Service is working to make the community safer? Comparison with 2009 survey.

To what extent do you agree or disagree that the Fire & Rescue Service is working to make the community safer? ¹	% who agreed 2009	% who agreed 2012	% change since 2009
	94	89	↓5

Table 21: To what extent do you agree or disagree that the current council tax charge (£81.86 per year for a Band D property) for the Fire and Rescue Service provides value for money? Comparison with 2009 survey.

To what extent do you agree or disagree that the current council tax charge (£81.86 ² per year for a Band D property) for the Fire and Rescue Service provides value for money?	% who agreed 2009	% who agreed 2012	% change since 2009
	92	83	↓9

Table 22: To what extent do you agree or disagree that in future East Sussex Fire Authority should prioritise services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents? Comparison with 2009 survey.

To what extent do you agree or disagree that in future East Sussex Fire Authority should prioritise services more closely to community needs and risks, but always within previously agreed service standards for responding to emergency incidents?	% who agreed 2009	% who agreed 2012	% change since 2009
	79	85	↑6

Table 23: How well or poorly informed do you feel overall about what your Fire and Rescue Service spends its money on? Comparison with 2009 survey.

How well or poorly informed do you feel overall about what your Fire and Rescue Service spends its money on?	% who said 'well informed' 2009	% who said 'well informed' 2012	% change since 2009
	29	27	↓2

¹ In the 2009 survey this question was worded slightly differently: *To what extent do you agree or disagree that the Fire & Rescue Service is working to make our communities safer*

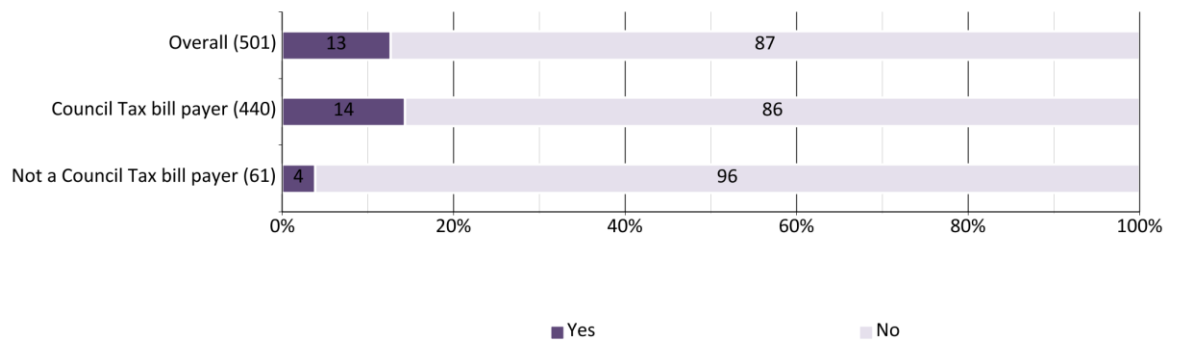
² In the 2009 survey this amount was different: £80.08

Contact with ESFRS

Results

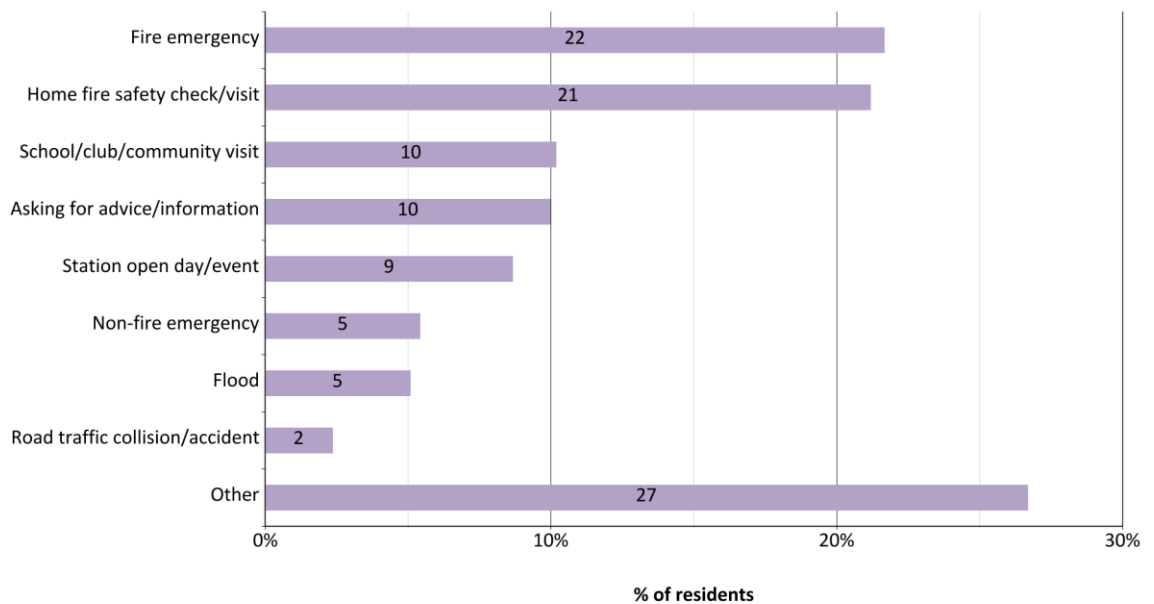
- 2.1 The majority (87%) of residents stated that they have not personally used or had any contact with East Sussex Fire & Rescue Service in the past 12 months.
- 2.2 More non-council tax bill payers than council tax bill payers said that they had not personally used or had any contact with East Sussex Fire & Rescue Service in the past 12 months.

Figure 20: Have you personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months?
Base: All Respondents (number of respondents shown in brackets)



- 2.3 When those residents who stated that they had had contact with ESFRS were asked how they had had contact with their Fire & Rescue Service in the past 12 months, more than a fifth of residents reported that it was due to a fire emergency (22%), or through a home fire safety check/visit (21%). See Figure 21 below.
- 2.4 More than a quarter (27%) of residents reported that they had had contact with their Fire & Rescue Service in the past 12 months via another means. These included: through their employment and because of a false alarm.

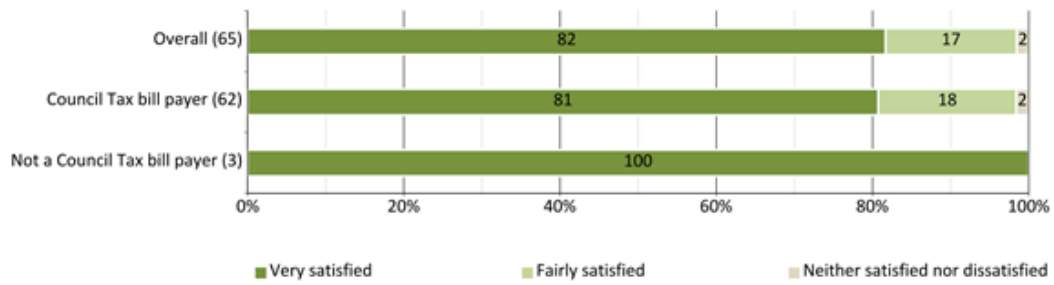
Figure 21: How have you had contact with your Fire and Rescue Service in the past 12 months? Other Fire emergency
Base: All Respondents (66)



- 2.5 Almost all (99%) residents who had personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months were satisfied overall with the service they received the last time they were in contact with ESFRS.

Figure 22: How satisfied or dissatisfied were you overall with the service you received the last time you were in contact with your Fire & Rescue Service?

Base: Respondents who had personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months (number of respondents shown in brackets)



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Demographic sub-group analysis

3.84 The tables below and overleaf show how responses vary across different sub-groups of the population.

Table 24: How well or poorly informed do you feel about the standards of service you should expect from your Fire & Rescue Service? Demographic sub-group analysis.

How well or poorly informed do you feel overall about what your Fire and Rescue Service spends its money on?	Residents significantly more likely than average to feel well informed	Residents significantly less likely than average to feel well informed
	Aged 75 or over	-

Comparisons with 2009 survey

3.85 The tables below show the results and the percentage point changes between 2009 and 2012 for questions which are comparable across both surveys.

Table 25: Have you personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months? Comparison with 2009 survey.

Have you personally used, or had any contact with East Sussex Fire and Rescue Service in the past 12 months?	% who said 'yes' 2009	% who said 'yes' 2012	% change since 2009
	15	13	↓2

Table 26: How have you had contact with your Fire and Rescue Service in the past 12 months? Comparison with 2010 and 2008 surveys

How have you had contact with your Fire and Rescue Service in the past 12 months?	% agree 2009	% agree 2012	% change since 2009
Fire emergency	17	22	↑5
Asking for advice/information	8	10	↑2
Non-fire emergency	3	5	↑2
Road traffic collision/accident	4	2	↓2
Home fire safety check/visit	31	21	↓10
Flood	0	5	↑5
School/club/community visit	8	10	↑2
Station open day/event	3	9	↑6

Table 27: How satisfied or dissatisfied were you overall with the service you received the last time you were in contact with your Fire & Rescue Service? Comparison with 2009 survey.

How satisfied or dissatisfied were you overall with the service you received the last time you were in contact with your Fire & Rescue Service?	% who were satisfied 2009	% who were satisfied 2012	% change since 2009
	96	98	↑2

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