LOCAL FIRE AND RESCUE PLAN ENGAGEMENT

FEEDBACK RECORD

**Local Authority Area:**

**Name of organisation/representative:**

1. How satisfied or dissatisfied are you in how the Scottish Fire and Rescue Service is performing in your area?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Quite satisfied | Neither/ Nor | Quite dissatisfied | Very dissatisfied |

1. How satisfied or dissatisfied are you at the way in which the SFRS understands and reflects local needs in their plans and activities?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Quite satisfied | Neither/ Nor | Quite dissatisfied | Very dissatisfied |

1. Has there been any change in the quality of services delivered by the Scottish Fire and Rescue Service over the last 3 years?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Much better | A little better | No change | A little worse | Much worse |

1. In the past 3 years are you aware of any change and innovations used to improve service provision and outcomes?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Much more | A little more | No change | A little less | Much less |

1. How satisfied or dissatisfied are you with the level information you received on local fire and rescue activity or developments?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Quite Satisfied | Neither/ Nor | Quite dissatisfied | Very dissatisfied |

1. Listed below are a number of core fire and rescue services, please rate these in terms of their importance to you:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Important | Quite Important | Neither/ Nor | Not important |
| Being prepared for and responding to fires |  |  |  |  |
| Promoting fire safety in the home |  |  |  |  |
| Enforcing fire safety in non-domestic buildings |  |  |  |  |
| Being prepared for and responding to road traffic collisions or serious transport incidents |  |  |  |  |
| Being prepared for and responding to animal rescues |  |  |  |  |
| Being prepared for and responding to flooding incidents |  |  |  |  |
| Helping you be prepared for emergency situations |  |  |  |  |

1. Listed below are other services we would like to do more of, please rate these in term of importance to you:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Important | Quite Important | Neither/ Nor | Not important |
| Being prepared for and responding to acts of terrorism |  |  |  |  |
| Working with partners to identify and help people at risk of preventable accidents in their home |  |  |  |  |
| Working with partners to reduce crime and improve safety |  |  |  |  |
| Working with partners to support young people |  |  |  |  |
| Working with partners to support older people |  |  |  |  |
| Working with partners to improve the health and wellbeing of communities |  |  |  |  |
| Working with partners to support the local economy and those in poverty |  |  |  |  |

1. Are there are any other fire and rescue activities which are important to you that are not listed?

|  |
| --- |
|  |

1. Are there any areas that we need to improve on in your locality?

|  |
| --- |
|  |

Thank you for completing this survey.

Please can you return this to:

[LSO to insert contact details]