

HMICFRS Inspection - Friday Update 7

Public Perception Survey

What is it?

Leading up to the inspection, HMICFRS will facilitate a public perception survey. This survey will include approximately 400 phone calls to randomly selected residents within Northumberland and 750 face to face interviews across England.

What is its purpose?

This will be used by HMICFRS to get a better understanding of what the general public think of the Fire & Rescue Service. This, along with Document Requests, Data Requests, Engagement Days, etc, will help HMICFRS get to know us better.

Who will be involved in the face to face interviews?

Experienced researchers will facilitate focus group interviews. Focus groups will be diverse so that HMICFRS get a true representation of public perception, nationally.

What will the research cover?

Member of the public will be asked about:

- Their expectations of the Fire & Rescue Service;
- Their views on priorities for their Fire & Rescue Service;
- Their views on HMICFRS.

What about staff thoughts?

A separate staff survey, hosted on the HMICFRS website, will be an opportunity for staff to share their thoughts.



Any questions?

Please get in touch with the internal NFRS
HMI team via
nfrsinspectorate@northumberland.gov.uk

