



LEICESTERSHIRE

FIRE and RESCUE SERVICE

Leicestershire Fire and Rescue Service Staff Survey 2012 Report of Findings

January 2013

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The ORS Project Team

Project Management

Ciara Small

Data Services

Leanne Hurlow

Data Analysis

Richard Harris

Joe Marchant

Sophie Griffiths

Timothy Driscoll

Report Authors

Ciara Small

Alys Thomas

1. Project Overview

The Survey

- 1.1 Opinion Research Services (ORS) was commissioned by Leicestershire Fire and Rescue Service (LFRS) to analyse and report on their staff survey.
- 1.2 LFRS distributed questionnaires to all of their staff in the week commencing 26th September. Reminders were carried out throughout the fieldwork period. The cut-off date for staff to complete the survey was 9th November 2012.
- 1.3 810 questionnaires were distributed, of which 382 were returned complete, yielding a response rate of 47%.
- 1.4 The survey contained questions on the following topics:
 - Your Job
 - Health and Wellbeing
 - Your Fire and Rescue Service
 - Communication
 - Equality and Fairness
 - Serving the Community

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 all staff employed by LFRS.
- 1.6 Returned sample was checked against comparative data for age, gender, job role, contract type, area and length of employment with LFRS, then subsequently weighted by area, job type, hours of work and length of employment with LFRS.
- 1.7 The weighted data should, therefore, be representative of staff of LFRS and will be treated as being so throughout this report. When we discuss the un-weighted data we refer to 'respondents' but for the weighted data we refer to 'staff'.

Respondent Profile

- 1.8 The tables that appear without commentary on the following pages show the profile of survey respondents in relation to a range of characteristics. Each table includes details about the number and percentage of respondents interviewed in each category alongside the percentage of respondents in the weighted sample.
- 1.9 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	275	79	79
Female	71	21	21
Not known	36	-	-
Total	382	100	100

Table 2: Age - All Respondents

Note: Figures may not sum due to rounding

Age	Unweighted Count	Unweighted Valid %	Weighted Valid %
Aged 17 to 24	13	4	4
Aged 25 to 35	80	25	26
Aged 36 to 45	106	33	34
Aged 46 to 55	105	32	31
Aged 56 to 65	20	6	6
Aged 66 and over	0	0	0
Not known	58	-	-
Total	382	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	314	96	95
Non-white	13	4	5
Not known	55	-	-
Total	382	100	100

Table 4: Operational/Support - All Respondents

Note: Figures may not sum due to rounding

Operational/Support	Unweighted Count	Unweighted Valid %	Weighted Valid %
Operational employee and Station/District Manager or above	20	6	4
Support employee and Area Manager or above	9	3	1
Support employee and Middle Manager equivalent	16	5	3
Operational employee and Watch Manager or below	219	67	69
Support employee and Supervisory Manager equivalent	17	5	4
Support employee and Support role	46	14	20
Not known	55	-	-
Total	382	100	100

Table 5: Hours of Work - All Respondents

Note: Figures may not sum due to rounding

Hours of Work	Unweighted Count	Unweighted Valid %	Weighted Valid %
Full Time	251	73	72
Part Time	22	6	8
Retained	71	21	19
Not known	38	-	-
Total	382	100	100

Table 6: Length of Employment with LFRS - All Respondents

Note: Figures may not sum due to rounding

Length of Employment with LFRS	Unweighted Count	Unweighted Valid %	Weighted Valid %
Less than 2 years	29	9	9
2 to 5 years	50	15	14
5 to 10 years	71	21	24
Over 10 years	187	55	53
Not known	45	-	-
Total	382	100	100

Interpretation of the Data

- ^{1.10} Where percentages do not sum to 100, this may be due to computer rounding, the exclusion of “don’t know” categories, or multiple answers.
- ^{1.11} In some cases figures of 2% or below have been excluded from graphs.
- ^{1.12} 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.
- ^{1.13} Comparisons with the 2009 staff survey have been made where appropriate. Some questions have been altered since the 2009 survey and are, therefore, not compared year on year. There are also some new questions in 2012 that were not previously included. Please note that not all questions are directly comparable and therefore caution must be taken when interpreting these results. Footnotes have been added throughout the report to alert the reader to questions that are not directly comparable.

Acknowledgements

- ^{1.14} ORS would like to thank Carmen Palmer at Leicestershire Fire & Rescue Service for her help and assistance in developing the survey. We would also like to thank the 382 staff who took part in the survey, without whose valuable input the research would not have been possible.

2. Executive Summary

Summary of Main Findings

- 2.1 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.

Your Job

- 2.2 When asked how satisfied or dissatisfied the employees feel about a number of aspects of their job, 72% reported that they are satisfied with their present job in general. Around three fifths of employees also reported that they are satisfied/very satisfied with employment security (63%), their office/immediate working environment (58%) and the building in which they work (56%).
- 2.3 More than a fifth of employees reported that the aspects that they were dissatisfied with were the level of benefits in relation to the work they do (26%), their office/immediate working environment (23%) and the building in which they work (22%).
- 2.4 45% of employees reported that morale is good/very good, whilst 28% reported that current morale is poor/very poor.
- 2.5 When employees were asked what would increase current satisfaction with their job the top factor was reported to be better pay/more pay/fairer pay (32%).
- 2.6 With regard to how good or poor opportunities for personal development at LFRS are, 53% of employees reported that opportunities are at least good while a quarter of employees (17%) reported that opportunities for personal development are poor/very poor.
- 2.7 More than two thirds of LFRS employees (69%) reported that they feel informed/very informed about their personal performance while 1 in 10 (10%) of employees reported that they feel uninformed/very uninformed.
- 2.8 More than a third (36%) of LFRS employees reported that they sometimes find it difficult to carry out their day to day duties/tasks, whilst half of employees stated that they rarely (38%) or never (21%) find it difficult.
- 2.9 When employees were asked about teamwork in LFRS, more than four fifths of employees stated that they at least agree that they have good personal relations in their team/watch (90%), have the opportunity to speak in team/watch meetings (88%) and receive adequate support from their team/watch (81%). However, more than a quarter (28%) of employees disagreed that they have opportunities to learn about what's happening nationally in the Fire and Rescue Service.

- 2.10 More than four fifths of LFRS employees reported that their immediate supervisor/manager/boss is always or usually committed to their organisation (87%), treats them fairly (87%), is supportive if they have a problem (85%), is open and honest (82%) and makes clear what is expected of them (80%). However, almost a fifth (18%) of LFRS employees reported that their immediate supervisor/manager/boss rarely or never coaches them on the job or discusses their training and development needs with them (16%).
- 2.11 Around a third or more of LFRS employees reported that they at least agree that their directors/senior managers treat people with respect (53%), treat people fairly (42%), provide effective leadership (42%) and have created a clear vision (39%). However, more than half of LFRS employees stated that they disagree or strongly disagree that their directors/senior managers are in touch with what it's like doing their (i.e. the employee's) jobs (55%).
- 2.12 Just over a third (34%) of employees reported that they are very satisfied or satisfied with the opportunities that exist to feed their views/issues/ideas upwards; a quarter of employees (25%) stated that they are either dissatisfied or very dissatisfied.
- 2.13 Just over three quarters of employees (76%) reported that they always have an annual appraisal, whereas 13% stated that they usually have one. Only 2% stated that they never have an annual appraisal.
- 2.14 Of those employees that reported having an annual appraisal, three quarters (75%) reported that their appraisal is a two way exchange of views. Two thirds (66%) of employees reported that a timely record is made of their appraisal and almost half (48%) reported that their development needs are actioned following the appraisal process. Almost a fifth (18%) reported that they participate in a half yearly review meeting.
- 2.15 More than a quarter of employees reported that they are at least satisfied with the following opportunities that LFRS offers for flexible working: phased return to work (36%), part time working (34%), job share (28%) and working from home (26%).

Health and Wellbeing

- 2.16 The vast majority of employees reported that working with children (89%), working with external clients (86%), working with the public (86%) and working alone (84%) never or rarely causes them stress whilst working for LFRS.
- 2.17 More than half (59%) of the employees reported that they either agree or strongly agree that they can take a break when they need to. However, 40% stated that they at agree/strongly agree that they are expected to work long hours and 37% agreed or strongly agreed that they choose to work long hours.
- 2.18 The vast majority of employees (89%) reported that there have not been any recent one-off incidents such as violence, death of/injury to a colleague that have been a source of stress for them.
- 2.19 Almost two fifths of employees (38%) rated the design and layout of their working environment as at least good, with just under a third (32%) rating it as at least poor.

- 2.20 Just over half of employees stated that the toilet (52%) and canteen (51%) facilities are good or very good. However, just over two fifths of employees (41%) rated rest room facilities as poor and around a quarter rated toilets (25%) and canteen (22%) facilities as poor.
- 2.21 The vast majority of employees (87%) reported that they are provided with adequate equipment to allow them to do their job effectively. However, 13% of employees stated that they are not provided with adequate equipment to do their job effectively.
- 2.22 Around half (48%) of the employees stated that they at least agree that pressures at work cause them to perform less well at work, whilst at least a fifth (22%) of employees reported that they disagree or strongly disagree with this.
- 2.23 Almost three fifths (58%) of employees reported that they never feel that pressures at work have affected their health whilst working for LFRS, whereas just over a quarter (26%) reported that pressures at work have affected their health less frequently than twice a month.
- 2.24 Of those employees who reported feeling that pressures at work have affected their health whilst working for LFRS the vast majority (85%) reported that this has not led to them needing to take time off from work as a result. However, 15% of employees stated that such pressures from work have led to them needing to take time off work.
- 2.25 More than half of LFRS employees (54%) stated that LFRS is supportive or very supportive of people suffering from stress-related illnesses, whilst 12% of employees reported that LFRS is unsupportive or very unsupportive.
- 2.26 When employees were asked whether they feel that they would be able to talk to someone if they felt under pressure, two thirds of employees (66%) reported that they always (31%) or usually (35%) feel that they would be able to talk to someone.
- 2.27 When asked about the issue that currently causes employees stress the majority reported that divorce/separation (87%), bereavement (82%), illness (74%), and illness of a family member (65%) never cause them stress. However, around a quarter of employees stated that caring responsibilities (21%) and financial difficulties (21%) cause them stress at least once or twice a month.
- 2.28 When asked whether they agree or disagree that LFRS tries to be flexible to help manage non-work commitments, 40% of employees stated that they at least agree with this statement, whilst almost a third (26%) of employees reported that they disagree or strongly disagree that LFRS tries to be flexible in this way.
- 2.29 Almost three fifths (58%) of employees stated that they feel that LFRS is supportive/very supportive during crises such as illness, bereavement and marriage break-up, whilst a fifth of employees (11%) reported feeling that LFRS is unsupportive/very unsupportive during crises.
- 2.30 3 in 10 (30%) employees identified being overworked/having too much work/working long hours/having too much responsibility as a source of pressure to them (either at work or at home). Almost a quarter (23%) of employees also identified finances/financial problems as a source of pressure.

- 2.31 More than two thirds of employees reported that they strongly agree/agree that LFRS encourages training and development (69%). Two fifths or more of employees also stated that they at least strongly agree/agree that LFRS is constructive (45%), consults employees on LFRS plans (45%), provides clear leadership (44%), recognises good work (43%) and uses reasoning rather than fear (40%). However, around two fifths or more of employees disagreed/strongly disagreed that LFRS minimises bureaucracy (57%), deals effectively with poor performers (47%), is blame free (41%) and encourages employees to say what they think (38%).
- 2.32 More than a third (36%) of employees stated that they feel that in the last three years the performance of LFRS as a whole has improved; only 15% thought that it had worsened. However, almost half of employees (49%) felt that the performance of LFRS is unchanged.
- 2.33 More than three quarters of employees reported that they understand what is meant by LFRS values (78%), with only 22% stating that they do not.

Communication

- 2.34 More than half of employees agree or strongly agree that they get the information to do their job when they need it (55%). However, more than two fifths of employees reported that they disagree or strongly disagree that there is adequate consultation with those affected before changes are made (47%), that there are enough opportunities for staff to express their views on things that affect them (40%), that upwards communication within LFRS is good (38%), that they feel comfortable to express their views without fear of recrimination (36%) and that communication between stations and/or departments is good (34%).

Equality and Fairness

- 2.35 Just over two thirds of employees (80%) stated that they at least agree that Equality and Diversity is important in a modern Fire and Rescue Service.
- 2.36 Just over four fifths of respondents (83%) stated that they agree with the Equality and Fairness policies that LFRS has implemented, whilst just under a fifth of employees (17%) reported disagreeing with this.
- 2.37 Just under four fifths of employees (79%) stated that they agree or strongly agree that they feel able to challenge inappropriate behaviour in the workplace such as discrimination, bullying and harassment.
- 2.38 When employees were asked whether they had experienced any bullying, harassment or discrimination during the last three years whilst working for LFRS almost all employees stated that they had never experienced any. However, just over a fifth (21%) of employees reported having experienced discrimination due to their role and function, with 9% having experienced this more than three times. 17% of employees said that they had experienced bullying, with 7% experiencing this more than three times and 10% of employees experiencing bullying once or twice.
- 2.39 The vast majority of employees reported that they had never witnessed bullying, harassment or discrimination during the last three years whilst working for LFRS. However, almost a fifth of

employees (19%) reported that they had witnessed discrimination due to their role and/or function, while 15% of employees reported that they had witnessed bullying during the last three years whilst working for LFRS.

- 2.40 More than 7 in 10 of employees stated that they at least agree that LFRS has clear Equality and Fairness Strategies in place (80%) that LFRS has policies that include protection for people of a different sexual orientation (75%) and that LFRS has high profile harassment and bullying policies in place (71%). However, a quarter (25%) of employees stated that they disagree/strongly disagree that they are paid fairly for the job that they do in comparison to others undertaking the same job as them.
- 2.41 When asked whether certain employee groups are treated more favourably, the same or worse than others in LFRS, two fifths or more of employees stated that ethnic minorities (44%) and women (40%) are treated more favourably than others in LFRS, while four fifths or more of employees think that those with a different religion to their own (80%), those who are gay/lesbian/bisexual (85%) and those with disabilities (84%) are treated neither favourably nor unfavourably compared to others in LFRS.

Serving the Community

- 2.42 Employees were asked to rate the service that LFRS provides to the public. More than four fifths (93%) of employees rated the service that LFRS provides to the public as good/very good.
- 2.43 At least three quarters of employees stated that LFRS's performance in response (88%), prevention (88%) and protection (88%) is good/very good.
- 2.44 7 in 10 (70%) employees stated that they at least agree that LFRS is responding to the external major changes in the FRS, whilst almost three fifths (57%) of employees reported agreeing/strongly agreeing that LFRS has a clear vision of its future direction.
- 2.45 When asked what employees think should be the three main priorities of LFRS, the majority of employees stated: to respond to fire and non-fire emergencies (77%), to respond to road traffic collisions (74%) and to reduce the number of injuries and deaths from fire (62%).
- 2.46 Around three fifths of LFRS employees stated that they thought that LFRS should have greater cooperation with the ambulance (61%) and police (58%) services. Around half of LFRS employees stated that they thought that LFRS should have greater cooperation with neighbouring fire and rescue services (54%) and that they should cooperate more with schools/educational departments (48%). Smaller proportions of employees thought that LFRS should have greater cooperation with social services (31%) and probation services (15%).

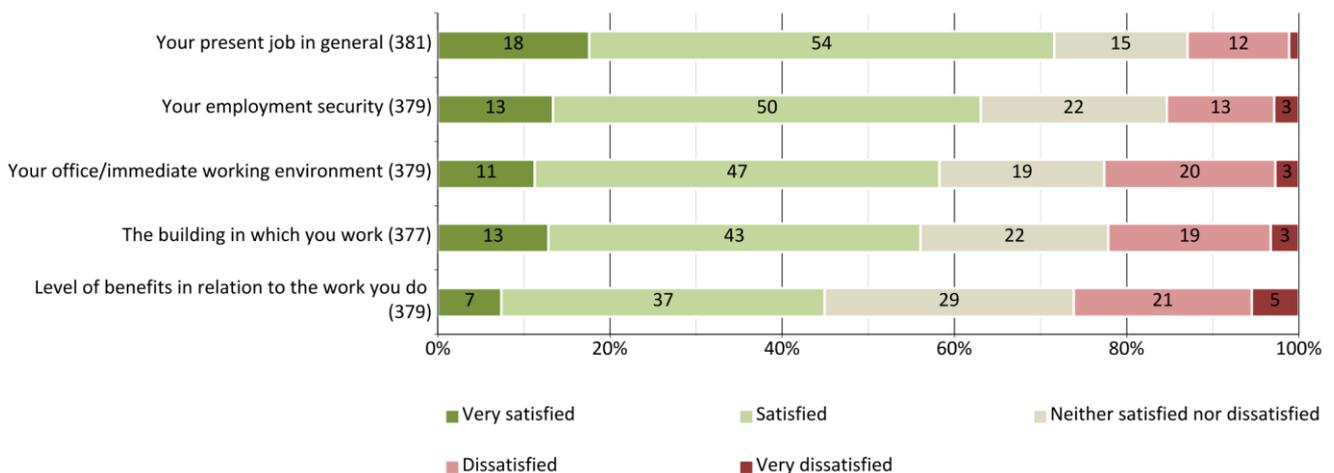
3. Your Job

Results

- 3.1 When asked how satisfied or dissatisfied the employees feel about a number of aspects of their job, 72% reported that they are satisfied with their present job in general. Around three fifths of employees also reported that they are satisfied/very satisfied with employment security (63%), their office/immediate working environment (58%) and the building in which they work (56%).
- 3.2 More than a fifth of employees reported that the aspects that they were dissatisfied with were the level of benefits in relation to the work they do (26%), their office/immediate working environment (23%) and the building in which they work (22%).
- 3.3 It is also worth noting that at least a fifth of employees reported being neither satisfied nor dissatisfied with the level of benefits in relation to the work they do (29%), the building/premises in which they work (22%), their employment security (22%) and their office/immediate working environment (19%). This is illustrated in Figure 1, below.

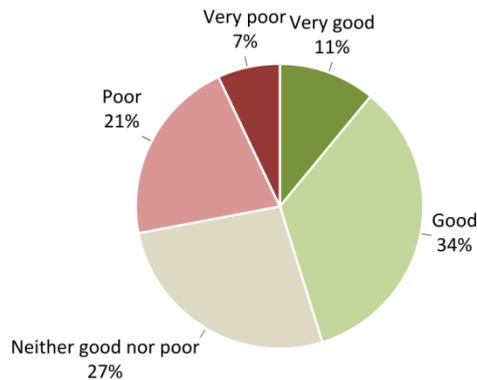
Figure 1: On the whole, how satisfied or dissatisfied are you with the following?

Base: All employees (number of employees shown in brackets)



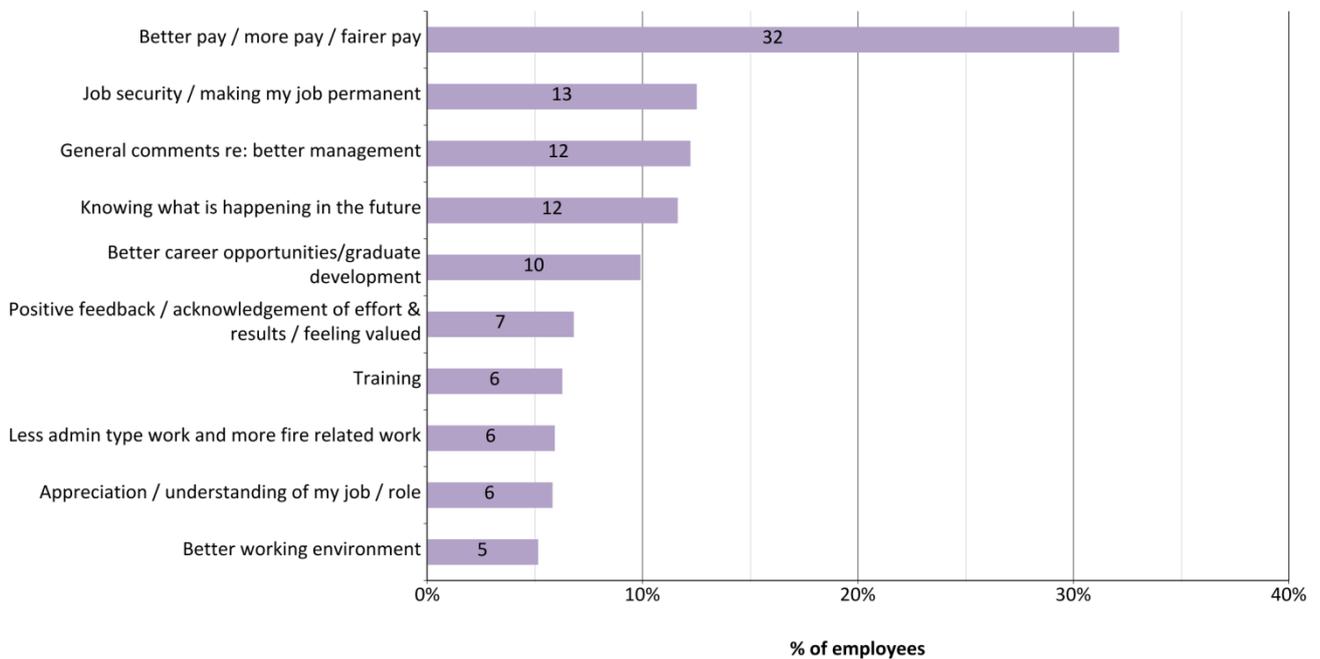
3.4 When employees were asked how they would describe current morale in the workplace 45% reported that morale is good/very good, whilst 28% reported that current morale is poor/very poor.

Figure 2: How would you describe current morale in your workplace?
Base: All employees (381)



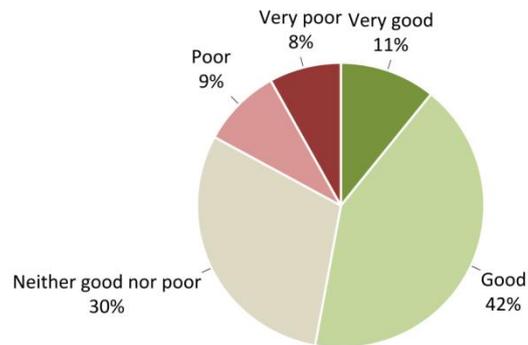
3.5 When employees were asked what would increase current satisfaction with their job the top three factors that employees stated were: better pay/more pay/fairer pay (32%), job security (13%), better management (12%) and knowing what is happening in the future (12%).

Figure 3: What if anything would increase your satisfaction with your job?
Base: All employees (184)



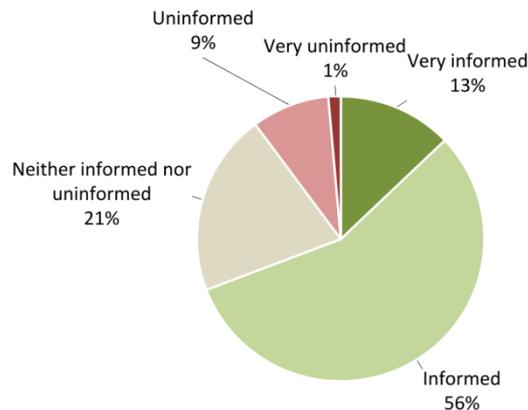
- 3.6 With regard to how good or poor opportunities for personal development at LFRS are, 53% of employees reported that opportunities are at least good while a quarter of employees (17%) reported that opportunities for personal development are poor/very poor. It is also worth noting that 3 in 10 (30%) of LFRS employees stated that they are neither satisfied nor dissatisfied.

Figure 4: How would you rate your opportunities for personal development at Leicestershire Fire and Rescue Service?
Base: All employees (379)



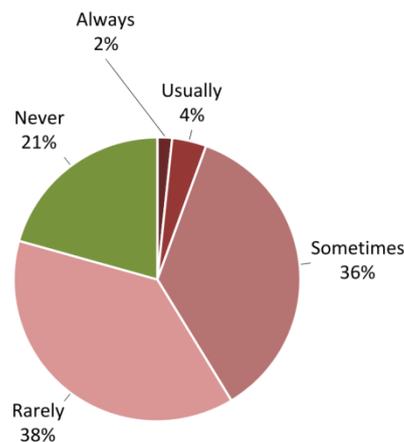
- 3.7 Employees were asked how well or poorly informed they feel about their personal performance. The results show that more than two thirds of LFRS employees (69%) reported that they feel informed/very informed while 1 in 10 (10%) of employees reported that they feel uninformed/very uninformed about their personal performance.

Figure 5: How informed are you about your personal performance?
Base: All employees (380)



- 3.8 More than a third (36%) of LFRS employees reported that they sometimes find it difficult to carry out their day to day duties/tasks, whilst half of employees stated that they rarely (38%) or never (21%) find it difficult. However, less than 1 in 10 staff (6%) reported usually (4%) or always (2%) finding it difficult to carry out day to day duties/tasks.

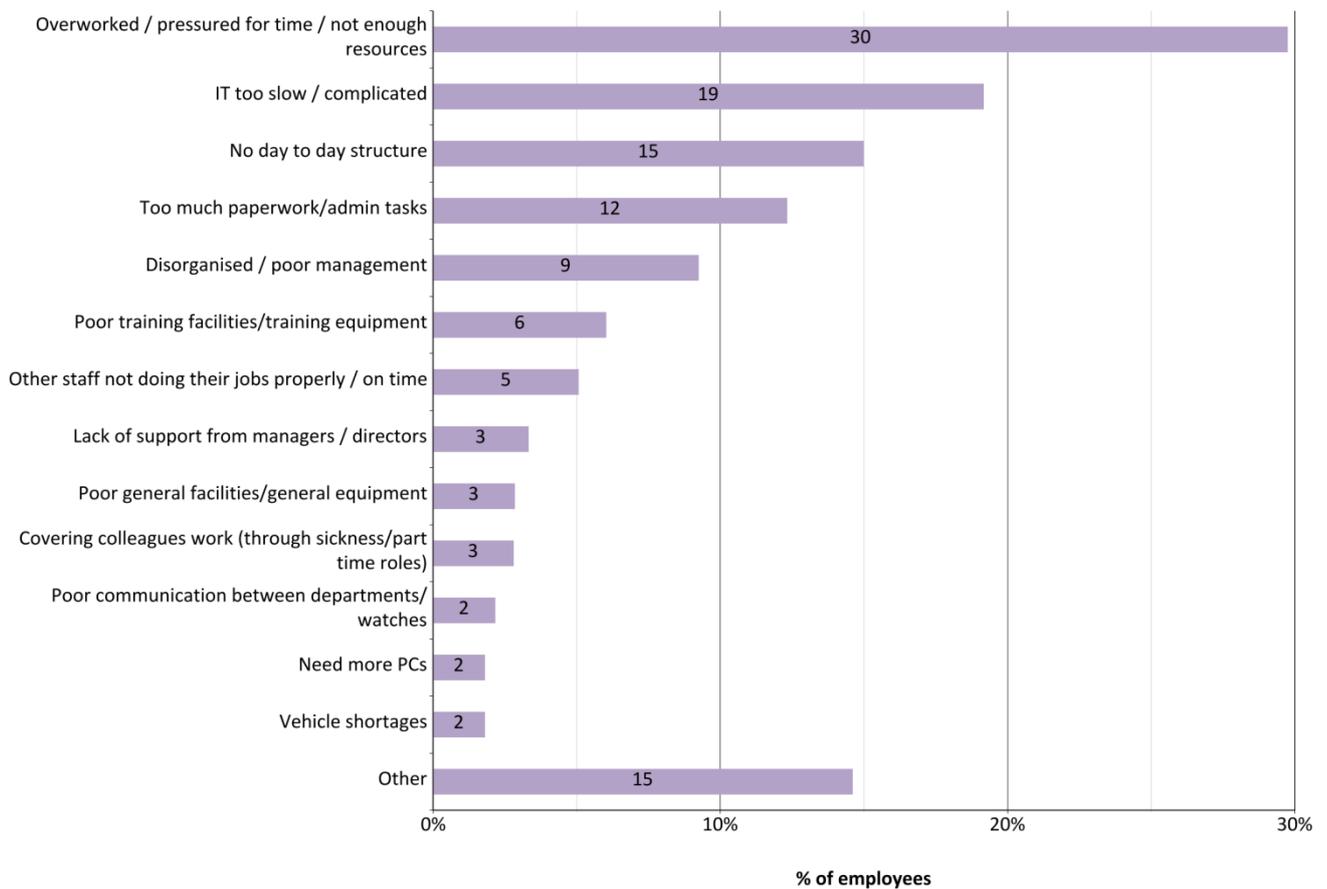
Figure 6: Do you find it difficult to carry out your day-to-day duties?
Base: All employees (380)



- 3.9 Of the employees who reported that they found it difficult to carry out their day to day duties/tasks text comments revealed that 3 in 10 staff feel this way because they are being overworked/pressured for time/don't have enough resources (30%), while just under one fifth (19%) of employees find it difficult due to IT being too slow/complicated. More than 1 in 10 employees also reported finding it difficult to carry out their day to day duties/tasks due to having no day to day structure (15%) and/or having too much paperwork/admin tasks (12%).

Figure 7: If yes, why do you find it so difficult?

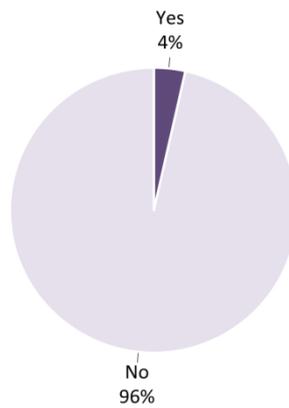
Base: Employees who find it difficult to carry out their day-to-day duties (110)



^{3.10} Almost all (96%) of employees stated that they are not currently leaving employment with Leicestershire Fire and Rescue Service.

Figure 8: Are you currently leaving employment with Leicestershire Fire and Rescue Service?

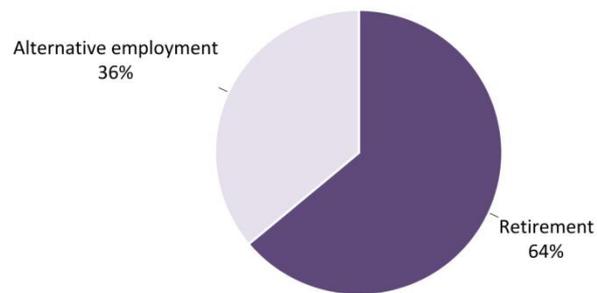
Base: All employees (376)



- 3.11 When employees who are currently leaving employment with LFRS were asked the reason why they are leaving, more than three fifths (64%) stated that the reason(s) is retirement while more than a third (36%) reported the reason to be alternative employment.

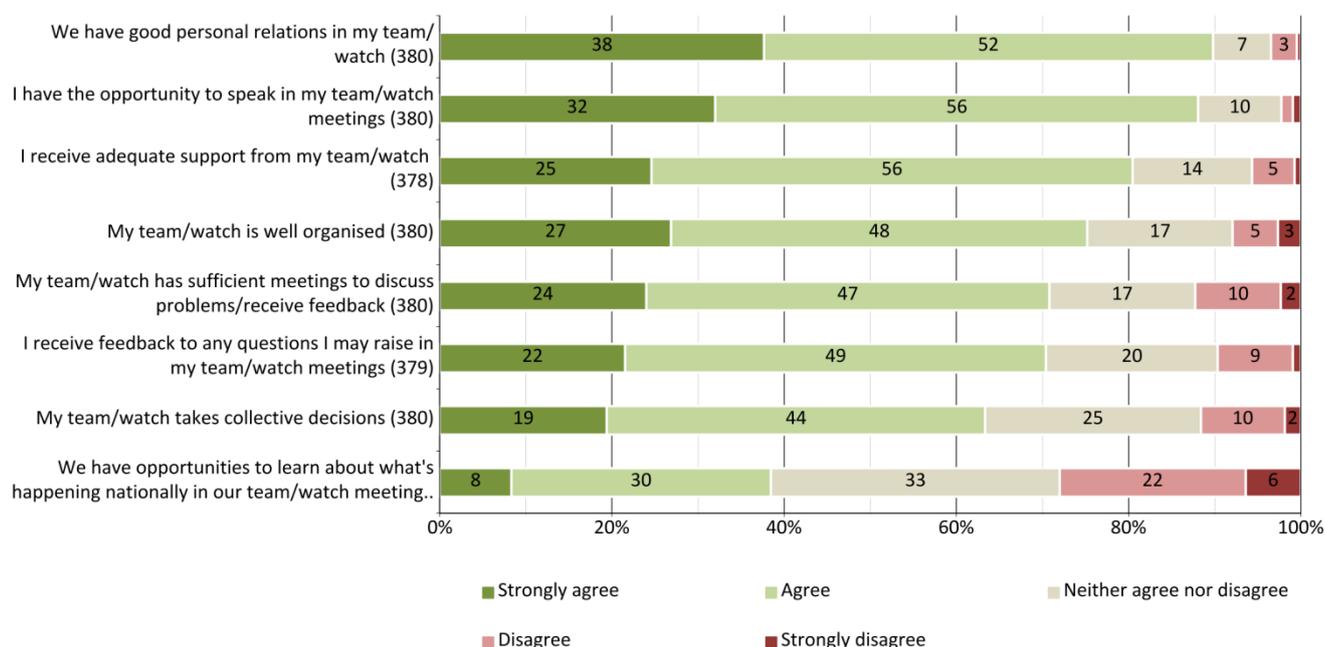
Figure 9: Reasons for leaving employment

Base: Employees who are currently leaving employment with LFRS (13)



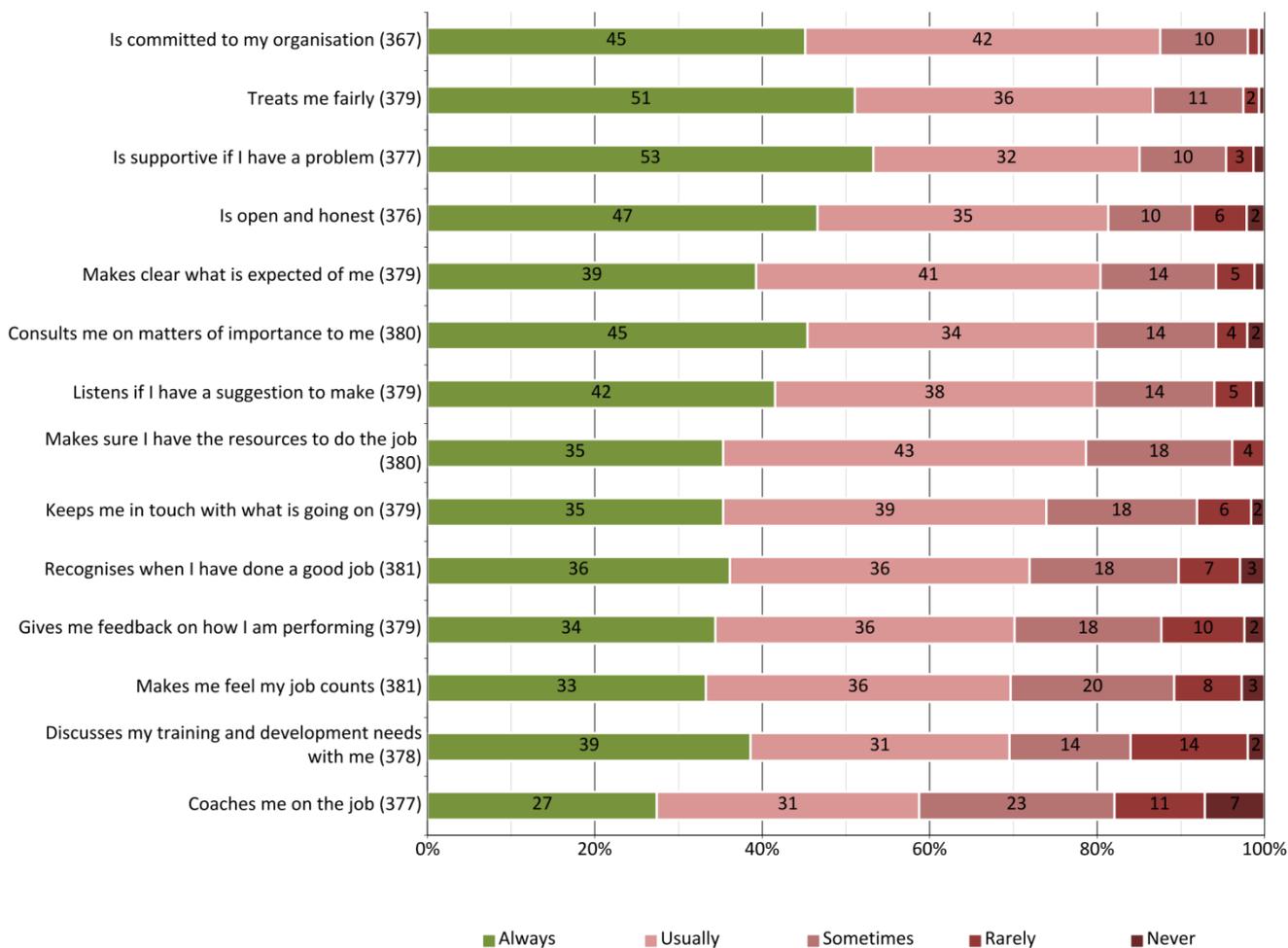
- 3.12 When employees were asked about teamwork in LFRS, more than four fifths of employees stated that they at least agree that they have good personal relations in their team/watch (90%), have the opportunity to speak in team/watch meetings (88%) and receive adequate support from their team/watch (81%). More than 7 in 10 employees also strongly agreed/agreed that their team/watch is well organised (75%), that their team/watch have sufficient meetings to discuss problems/receive feedback (71%) and that they receive feedback to questions raised in team/watch meetings (71%). More than three fifths of LFRS employees also stated that they at least agree that their team/watch takes collective decisions (63%).
- 3.13 However, more than a quarter (28%) of employees disagreed that they have opportunities to learn about what’s happening nationally in the Fire and Rescue Service.

Figure 10: Do you agree or disagree with the following statements about teamwork at Leicestershire Fire and Rescue Service?
 Base: All employees (number of employees shown in brackets)



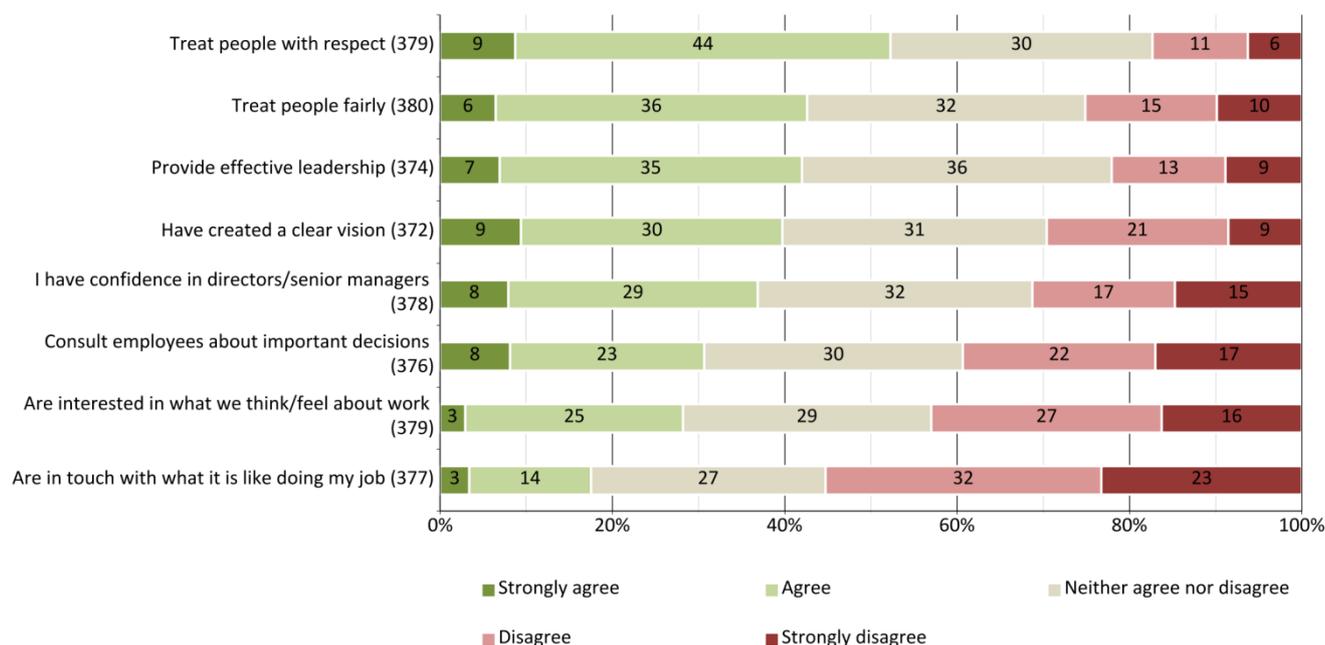
- 3.14 More than four fifths of LFRS employees reported that their immediate supervisor/manager/boss is always or usually committed to their organisation (87%), treats them fairly (87%), is supportive if they have a problem (85%), is open and honest (82%) and makes clear what is expected of them (80%).
- 3.15 However, almost a fifth (18%) of LFRS employees reported that their immediate supervisor/manager/boss rarely or never coaches them on the job or discusses their training and development needs with them (16%).

Figure 11: To what extent does your immediate line manager do each of the following? My immediate line manager...
 Base: All employees (number of employees shown in brackets)



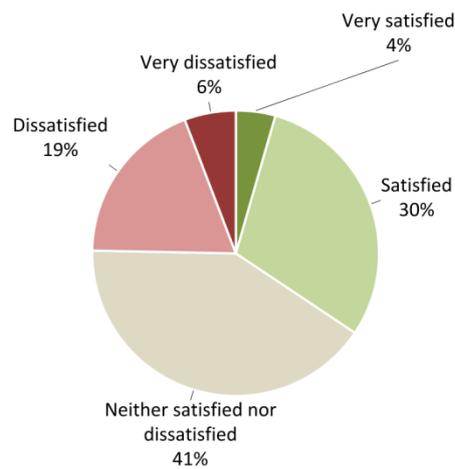
3.16 In general, less than half of employees report that they agree/strongly agree with the statements about their directors/senior managers. Around a third or more reported that they at least agree that their directors/senior managers treat people with respect (53%), treat people fairly (42%), provide effective leadership (42%) and have created a clear vision (39%). However, more than half of LFRS employees stated that they disagree or strongly disagree that their directors/senior managers are in touch with what it's like doing their (i.e. the employee's) jobs (55%). Around two fifths of employees also disagreed that their directors/senior managers are interested in what they think/feel about work (43%) or that they consult employees about important decisions (39%).

Figure 12: To what extent do you agree or disagree with the following statements about your directors/senior managers?
 Base: All employees (number of employees shown in brackets)



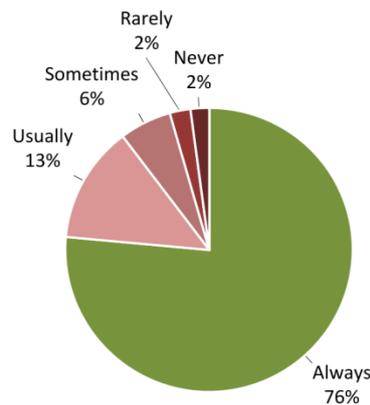
- 3.17 Just over a third (34%) of employees reported that they are very satisfied or satisfied with the opportunities that exist to feed their views/issues/ideas upwards. However, a quarter of employees (25%) stated that they are either dissatisfied or very dissatisfied with these opportunities.
- 3.18 It is also worth noting that the largest proportion of LFRS employees (41%) stated that they are neither satisfied nor dissatisfied with opportunities that exist to feed views, issues and ideas upwards.

Figure 13: How satisfied are you with the opportunities that exist to feed your views/issues/ ideas upwards?
Base: All employees (381)



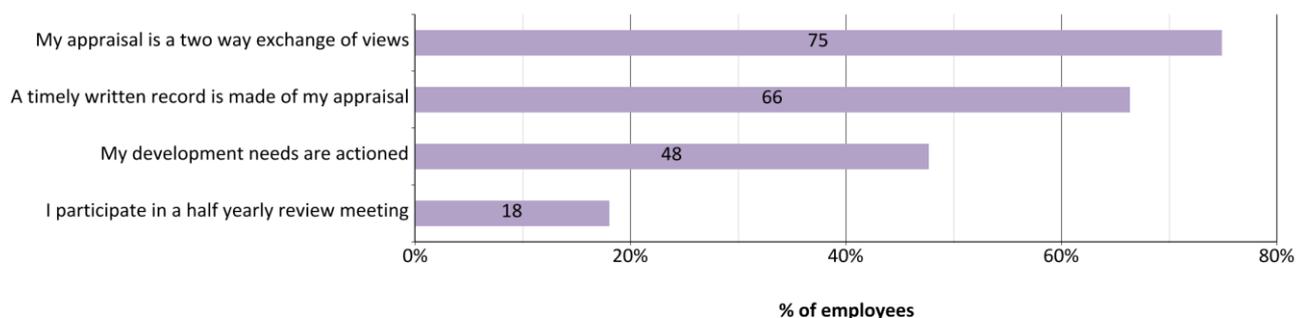
- 3.19 Just over three quarters of employees (76%) reported that they always have an annual appraisal, whereas 13% stated that they usually have one. 6% stated that they sometimes have an annual appraisal and 2% reported rarely having one. Only 2% stated that they never have an annual appraisal.

Figure 14: Do you have an annual appraisal?
Base: All employees (375)



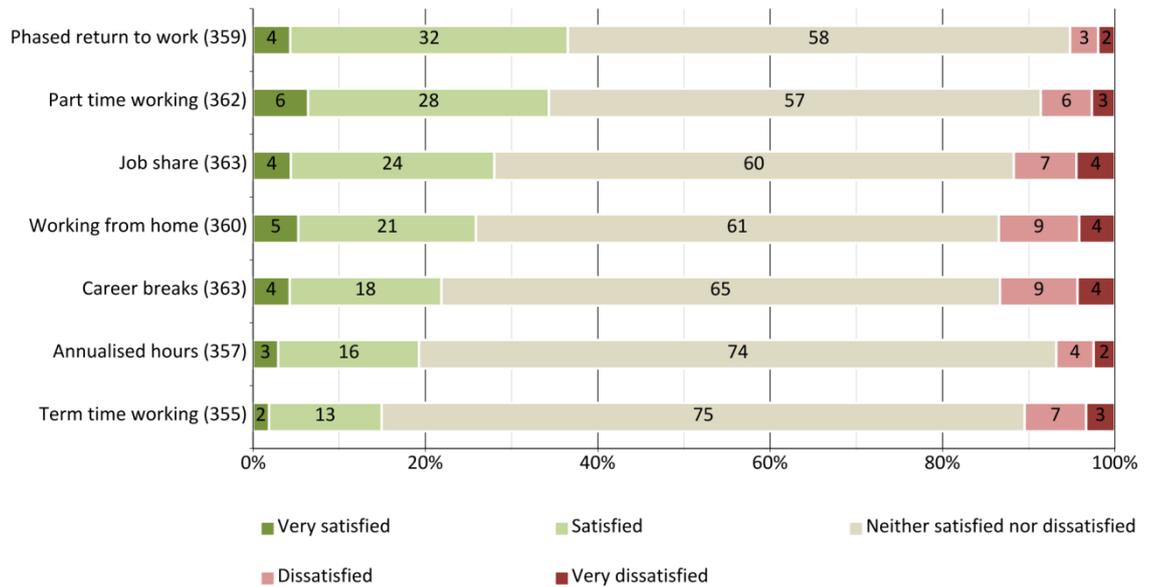
- 3.20 Of those employees that reported having an annual appraisal, three quarters (75%) reported that their appraisal is a two way exchange of views. Two thirds (66%) of employees reported that a timely record is made of their appraisal and almost half (48%) reported that their development needs are actioned following the appraisal process. Almost a fifth (18%) reported that they participate in a half yearly review meeting.

Figure 15: If you have an annual appraisal which of the following (if any) are outcomes of your appraisal process?
Base: Employees who have an annual appraisal (345)



3.21 More than a quarter of employees reported that they are at least satisfied with the following opportunities that LFRS offers for flexible working: phased return to work (36%), part time working (34%), job share (28%) and working from home (26%). However, around three fifths or more of employees reported that they are neither satisfied nor dissatisfied with the opportunities that LFRS offers for the forms of flexible working listed in Figure 22 below.

Figure 16: Even if you do not work flexibly yourself, on the whole, how satisfied or dissatisfied are you with the opportunities Leicestershire Fire and Rescue Service offers for the following forms of flexible working?
 Base: All employees (number of employees shown in brackets)



Demographic sub-group analysis

^{3.22} The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 7: On the whole, how satisfied or dissatisfied are you with the following?...Demographic sub-group analysis.

On the whole, how satisfied or dissatisfied are you with the following?...	Employees significantly more likely than average to be satisfied	Employees significantly less likely than average to be satisfied
Your present job in general	North district Less than 5 years' service	
Your office/immediate working environment	HQ Less than 5 years' service	
The building in which you work	Female HQ 5 to 10 years' service	Over 10 years' service

Table 8: How would you describe current morale in your workplace? Demographic sub-group analysis.

How would you describe current morale in your workplace	Employees significantly more likely than average to rate current morale in the workplace as 'good'	Employees significantly less likely than average to rate current morale in the workplace as 'good'
	HQ Less than 5 years' service Christian	

Table 9: How would you rate your opportunities for personal development at Leicestershire Fire and Rescue Service? Demographic sub-group analysis.

How would you rate your opportunities for personal development at Leicestershire Fire and Rescue Service?	Employees significantly more likely than average to rate opportunities for personal development at LFRS as 'good'	Employees significantly less likely than average to rate opportunities for personal development at LFRS as 'good'
	Operational staff Central district Christian	Support staff

Table 10: How informed are you about your personal performance? Demographic sub-group analysis.

How informed are you about your personal performance?	Employees significantly more likely than average to feel that they are 'informed' about their personal performance	Employees significantly less likely than average to feel that they are 'informed' about their personal performance
	Aged 46 or over Christian	

Table 11: Do you find it difficult to carry out your day-to-day duties? Demographic sub-group analysis.

Do you find it difficult to carry out your day-to-day duties?	Employees significantly more likely than average to 'always' find it difficult to carry out their day-to-day duties	Employees significantly less likely than average to 'always' find it difficult to carry out their day-to-day duties
		Support staff North district Less than 5 years' service

Table 12: Do you agree or disagree with the following statements? Demographic sub-group analysis.

Do you agree or disagree with the following statements?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
I feel valued as an employee of Leicestershire Fire and Rescue Service	Support staff HQ Less than 5 years' service Christian	
I feel valued by my colleagues	Less than 5 years' service	
I feel valued by the public	Male Operational staff North district South district Central district Retained staff	Female Support staff HQ Part time
My work is interesting	South district Retained	
I am encouraged to take responsibility	Christian	Support staff
I received the training I needed when I first joined Leicestershire Fire and Rescue Service	South district	Support staff
I receive enough training to carry out my job effectively	North district Christian	
I receive enough training to help me progress my career	Operational staff North district	Support staff
I am encouraged to show initiative	Female Christian	
I am prepared to learn new skills/work practices to do my job more effectively	10 years' service or less Aged 16 to 35 Part-time Retained	
My ideas, views and concerns are listened to	HQ	
I find my work interesting	South district Retained	
I know who my immediate	Central district	

manager is	HQ Less than 5 years' service Part time	
I am told about organisational changes which affect me	Female HQ Less than 5 years' service Aged 16 to 35 Christian	
I get formal feedback from my line manager about my performance	Aged 46 or above	
I get positive feedback when I do something well	HQ Christian	
If I make a mistake or don't achieve my objectives I am told immediately so I can make changes	Less than 5 years' service Christian	Support staff
I understand what is expected of me at work	Operational staff Less than 5 years' service	Support staff Part time
I understand my role at work	Less than 5 years' service	
I understand how I contribute to the overall service provided by Leicestershire Fire and Rescue Service	Christian	

Table 13: Do you agree or disagree with the following statements about teamwork at Leicestershire Fire and Rescue Service? Demographic sub-group analysis.

Do you agree or disagree with the following statements about teamwork at LFRS?	Employees significantly more likely than average to agree	Employees significantly more likely than average to agree
We have good personal relations in my team/watch	Operational staff South district Christian	
My team/watch has sufficient team/watch meetings to discuss problems/ receive feedback	Full time Christian	Female Part time Retained
My team/watch is well organised	Operational staff	Support staff Part time
My team/watch takes collective decisions		Female Support staff Part time
I receive adequate support from my team/watch	Central district	
We have opportunities to learn about what's happening nationally in the Fire and Rescue Service in our team/watch meetings	5 to 10 years' service	Female Part time
I have the opportunity to speak in my team/watch meetings	Central district	
I receive feedback to any questions I may raise in my team/watch meetings	Christian	Female Part time

Table 14: To what extent does your immediate line manager do each of the following? Demographic sub-group analysis.

To what extent does your immediate line manager do each of the following?	Employees significantly more likely to report that their line manager 'always'...	Employees significantly less likely to report that their line manager 'always'...
Consults me on matters of importance to me	Christian	
Discusses my training and development needs with me	Operational staff Christian	Support staff Part time
Recognises when I have done a good job	Operational staff	Support staff Part time
Makes me feel my job counts		Part time
Gives me feedback on how I am performing	Operational staff Christian	Support staff Part time
Is open and honest	Christian	Part time
Is supportive if I have a problem	Christian	Part time
Keeps me in touch with what is going on	Christian	Part time
Makes clear what is expected of me		Part time
Listens if I have a suggestion to make	Aged 46 or above Christian	
Treats me fairly	North district Christian	Part time
Makes sure I have the resources to do the job	Christian	Part time
Coaches me on the job	Christian	

Table 15: To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers.....Demographic sub-group analysis.

To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers.....	Employees significantly more likely than average to agree	Employees significantly more likely than average to agree
Are interested in what we think/feel about work	Less than 5 years' service	
Are in touch with what it is like doing my job	Less than 5 years' service Retained	Part time
Treat people fairly	HQ Less than 5 years' service	
Treat people with respect	HQ Less than 5 years' service	
Provide effective leadership	Less than 5 years' service	
I have confidence in directors/senior managers	Support staff HQ Less than 5 years' service Aged 16 to 35 Christian	

Comparisons with 2009 survey

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

Table 16: On the whole, how satisfied or dissatisfied are you with the following?...Comparison with 2009 survey

On the whole, how satisfied or dissatisfied are you with the following?...	% satisfied 2009	% satisfied 2012	% change since 2009
Your present job in general	68	72	↑4
Your office/immediate working environment	51	58	↑7
The building in which you work	49	56	↑7
Your employment security	58	63	↑5

Table 17: How would you describe current morale in your workplace? Comparison with 2009 survey

How would you describe current morale in your workplace?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
	39	45	↑6

Table 18: How would you rate your opportunities for personal development at Leicestershire Fire and Rescue Service? Comparison with 2009 survey

How would you rate your opportunities for personal development at Leicestershire Fire and Rescue Service?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
	45	53	↑8

Table 19: How informed are you about your personal performance? Comparison with 2009 survey

How informed are you about your personal performance?	% informed 2009	% informed 2012	% change since 2009
	55	69	↑14

Table 20: Do you find it difficult to carry out your day-to-day duties? Comparison with 2009 survey

Do you find it difficult to carry out your day-to-day duties?	% always find it difficult 2009	% always find it difficult 2012	% change since 2009
	2	2	↔

Table 21: Do you agree or disagree with the following statements? Comparison with 2009 survey

Do you agree or disagree with the following statements?	% agree 2009	% agree 2012	% change since 2009
I feel valued as an employee of Leicestershire Fire and Rescue Service	29	39	↑10
I feel valued by my colleagues	82	80	↓2
I feel valued by the public	69	69	↔
My work is interesting	84	83	↓1
I am encouraged to take responsibility	70	74	↑4
I received the training I needed when I first joined Leicestershire Fire and Rescue Service	71	78	↑7
I receive enough training to carry out my job effectively	65	73	↑8
I receive enough training to help me progress my career	43	50	↑7
I am encouraged to show initiative	60	67	↑7
I am prepared to learn new skills/work practices to do my job more effectively	93	95	↑2
My ideas, views and concerns are listened to	43	51	↑8
I have a good working relationship with colleagues	93	95	↑2
I find my work interesting	84	81	↓3
know who my immediate manager is	97	97	↔
I am told about organisational changes which affect me	54	63	↑9
I get formal feedback from my line manager about my performance	72	74	↑2
I get positive feedback when I do something well	64	64	↔
If I make a mistake or don't achieve my objectives I am told immediately so I can make changes	60	66	↑6
I understand what is expected of me at work	76	84	↑8
I understand my role at work	86	90	↑4
I understand how I contribute to the overall service provided by Leicestershire Fire and Rescue Service	68	79	↑10

Table 22: Do you agree or disagree with the following statements about teamwork at LFRS? Comparison with 2009 survey

Do you agree or disagree with the following statements about teamwork at LFRS?	% agree 2009	% agree 2012	% change since 2009
We have good personal relations in my team/watch	89	90	↑1
My team/watch has sufficient team/watch meetings to discuss problems/ receive feedback	74	71	↓3
My team/watch is well organised	78	75	↓3
My team/watch takes collective decisions	67	63	↓4
I receive adequate support from my team/watch	81	81	↔
We have opportunities to learn about what's happening nationally in the Fire and Rescue Service in our team/watch meetings	42	38	↓4
I have the opportunity to speak in my team/watch meetings	90	88	↓2
I receive feedback to any questions I may raise in my team/watch meetings	76	71	↓5

Table 23: To what extent does your immediate line manager do each of the following? Comparison with 2009 survey

To what extent does your immediate line manager do each of the following?	% who said 'always' 2009	% who said 'always' 2012	% change since 2009
Consults me on matters of importance to me	38	45	↑7
Discusses my training and development needs with me	32	39	↑7
Recognises when I have done a good job	34	36	↑2
Makes me feel my job counts	32	33	↑1
Gives me feedback on how I am performing	30	34	↑4
Is open and honest	52	47	↓5
Is supportive if I have a problem	50	53	↑3
Keeps me in touch with what is going on	31	35	↑4
Makes clear what is expected of me	36	39	↑3
Listens if I have a suggestion to make	41	42	↑1
Treats me fairly	52	51	↓1
Is committed to my organisation	44	45	↑1
Makes sure I have the resources to do the job	31	35	↑4
Coaches me on the job	26	27	↑1

Table 24: To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers..... Comparison with 2009 survey

To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers.....	% agree 2009	% agree 2012	% change since 2009
Are interested in what we think/feel about work	23	28	↑5
Are in touch with what it is like doing my job	16	17	↑1
Treat people fairly	33	42	↑9
Treat people with respect	43	53	↑10
Provide effective leadership	32	42	↑10
Have created a clear vision	30	39	↑9
Consult employees about important decisions	28	31	↑3
I have confidence in directors/senior managers	27	37	↑10

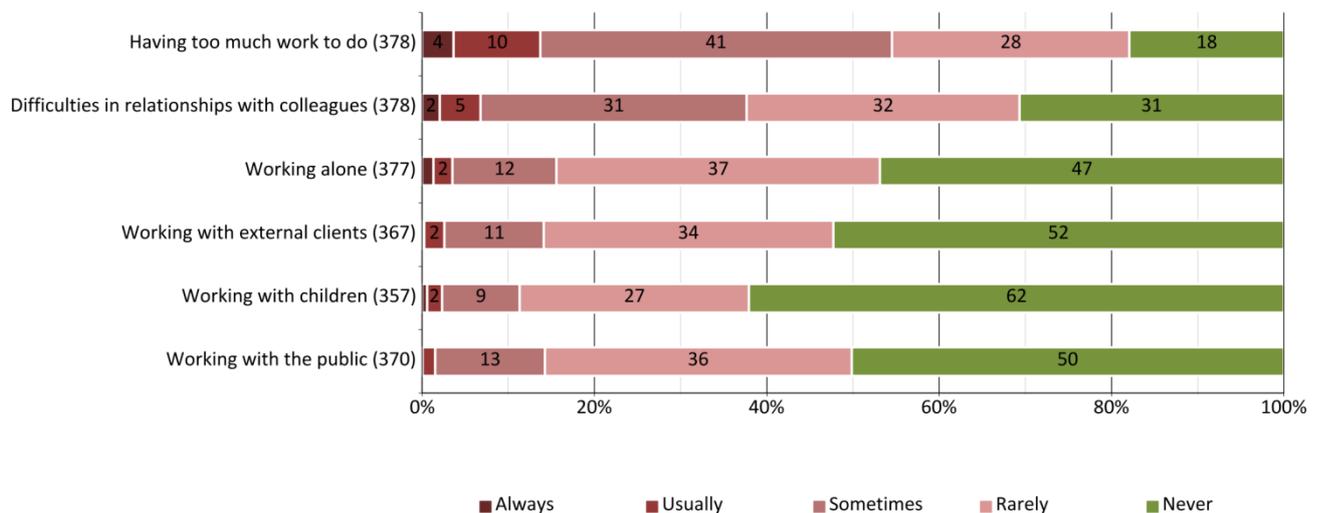
4. Health and Wellbeing

Results

- 4.1 The vast majority of employees reported that working with children (89%), working with external clients (86%), working with the public (86%) and working alone (84%) never or rarely cause them stress whilst working for LFRS. Smaller proportions of employees reported that difficulties in relationships with colleagues (63%) and having too much work to do (46%) never or rarely causes them stress. It is worth noting that more than 1 in 10 (14%) of employees reported that they usually or always have too much work to do.

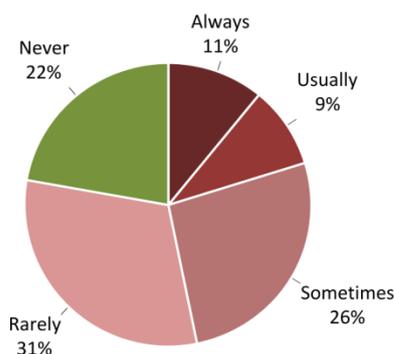
Figure 17: Do any of the following cause you stress whilst working for Leicestershire Fire and Rescue Service?

Base: All employees (number of employees shown in brackets)



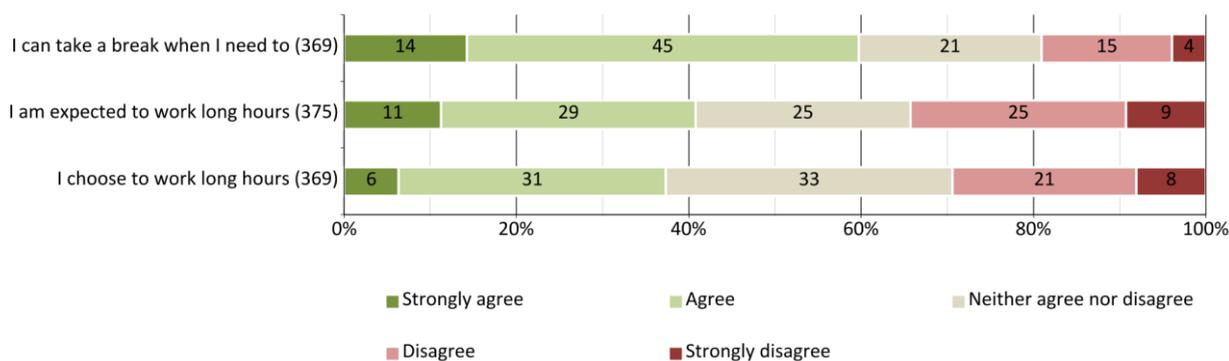
4.2 When employees were asked how often or rarely they work more than 48 hours per week at LFRS, 11% of employees reported that they always work more than 48 hours per week, while 9% reported usually working this amount of hours and just over a quarter of employees (26%) reported that they sometimes work more than 48 hours per week at LFRS. Just over half of employees (53%) reported that they rarely (31%) or never (22%) work 48 hours or more per week.

Figure 18: How often or rarely do you work more than 48 hours per week at Leicestershire Fire and Rescue Service?
Base: All employees (371)



4.3 More than half (59%) of the employees reported that they either agree or strongly agree that they can take a break when they need to. However, 40% stated that they agree/strongly agree that they are expected to work long hours, whereas 37% agree or strongly agree that they choose to work long hours. It is worth noting that around a fifth or more of employees disagree/strongly disagree with all of the below statements.

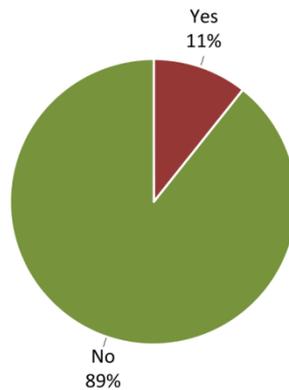
Figure 19: Do you agree or disagree with the following statements?
Base: All employees (number of respondents shown in brackets)



- 4.4 The vast majority of employees (89%) reported that there have not been any recent one-off incidents such as violence, death of/injury to a colleague that have been a source of stress for them.

Figure 20: Have any recent one-off incidents been a source of stress for you? For example, violence, death or injury to a colleague

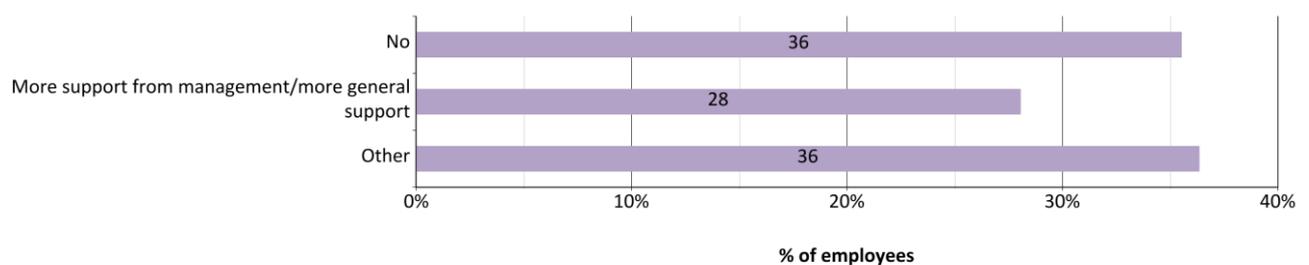
Base: All employees (381)



- 4.5 Of those employees that have suffered stress as a result of any recent one off incidents, text comments reveal that LFRS could have reduced/can reduce the strain this/these incidents(s) have caused them in a number of ways. The main one being: more support from management/more general support (28%). More than a third (36%) of employees stated that 'other' ways that LFRS could have reduced/can reduce the strain this/these incident(s) have caused include: giving counselling after a death or bad job, clarification of the correct procedures, management reacting more quickly, asking everyone in the department for their views on what had happened, moving work locations, someone to talk to and having time off rather than just counselling.

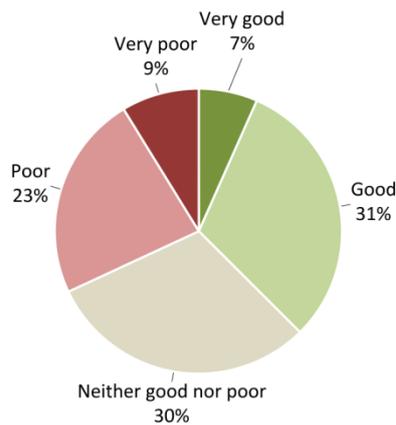
Figure 21: Are there any ways LFRS could have reduced/can reduce the strain this/these accident(s) have caused you?

Base: Employees who have suffered stress as a result of any recent one-off incidents (26)



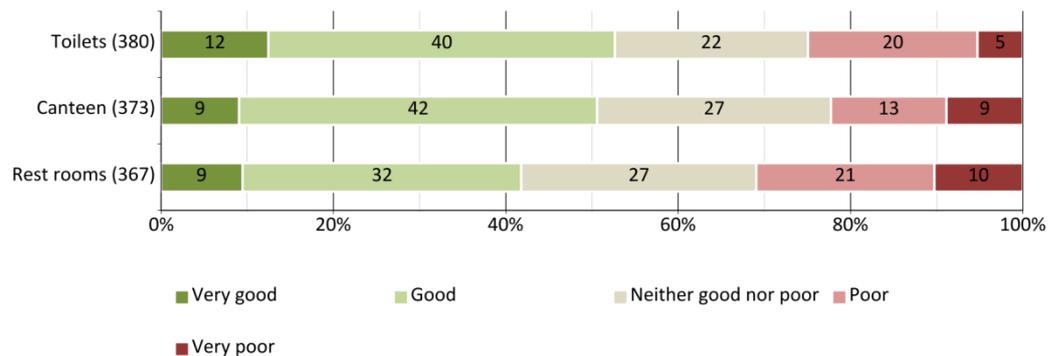
4.6 Almost two fifths of employees (38%) rated the design and layout of their working environment as at least good, with just under a third (32%) rating it as at least poor. 3 in 10 employees (30%) rated the design and layout as neither good nor poor.

Figure 22: How would you rate the design and layout of your working environment?
Base: All employees (380)



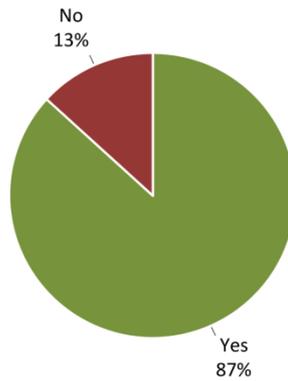
4.7 Just over half of employees stated that the toilet (52%) and canteen (51%) facilities are good or very good. However, just over two fifths of employees (41%) rated rest room facilities as poor and around a quarter rated toilets (25%) and canteen (22%) facilities as poor.

Figure 23: How would you rate the following facilities?
Base: All employees (number of employees shown in brackets)



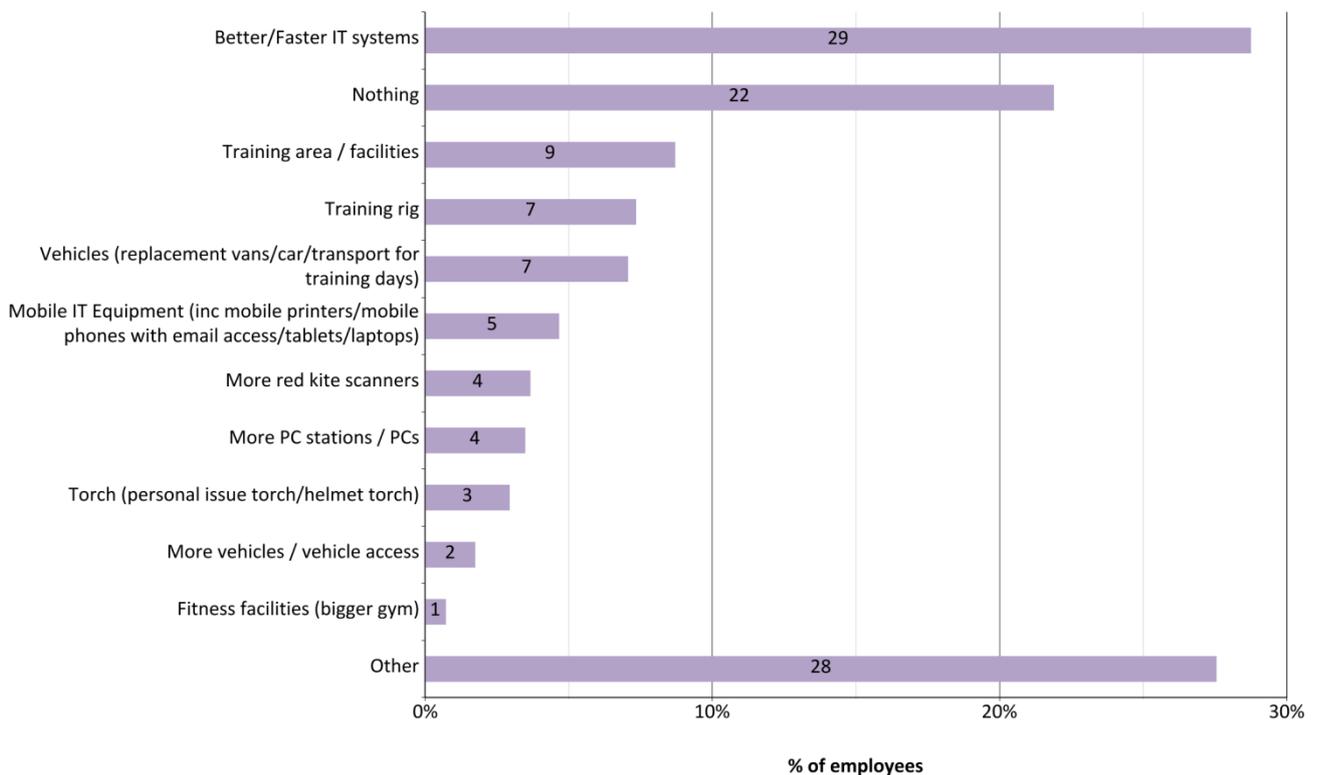
- 4.8 The vast majority of employees (87%) reported that they are provided with adequate equipment to allow them to do their job effectively. However, 13% of employees stated that they are not provided with adequate equipment to do their job effectively.

Figure 24: Are you provided with adequate equipment to allow you to do your job effectively?
Base: All employees (379)



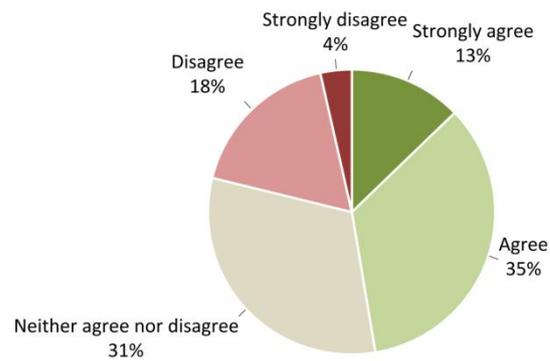
- 4.9 Of those employees who reported that they are not provided with adequate equipment to allow them to do their job effectively, text comments revealed that around 3 in 10 of employees (29%) feel that better/faster IT systems need to be provided to allow them to do their job effectively. More than a fifth of employees stated that no additional equipment is needed. Smaller proportions of employees reported that training facilities (9%), a training rig (7%) and replacement vans/cars/transport for training days (7%) should be provided.

Figure 25: What additional equipment needs to be provided to allow you to do your job effectively?
Base: All employees (87)



4.10 Around half (48%) of the employees stated that they at least agree that pressures at work cause them to perform less well at work, whilst at least a fifth (22%) of employees reported that they disagree or strongly disagree with this. It is worth noting that almost a third (31%) of employees neither agree nor disagree that with this statement.

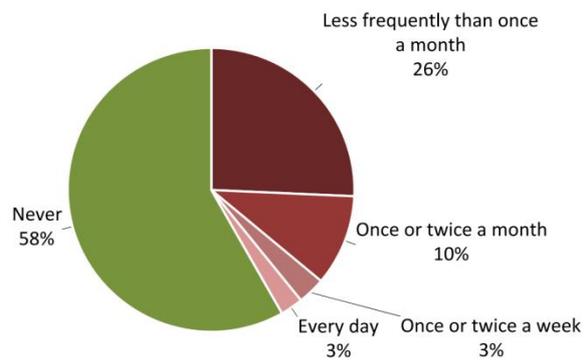
Figure 26: Do you agree or disagree that pressures at work cause you to perform less well at work?
Base: All employees (370)



- 4.11 Almost three fifths (58%) of employees reported that they never feel that pressures at work have affected their health whilst working for LFRS, whereas just over a quarter (26%) reported that pressures at work have affected their health less frequently than twice a month. Smaller proportions of LFRS employees stated that pressures at work have affected them once or twice a month (10%), once or twice a week (3%) or every day (3%).

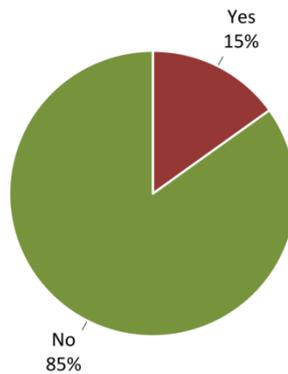
Figure 27: During the last 12 months, do you feel that pressures at work have affected your health whilst working for Leicestershire Fire and Rescue Service?

Base: All employees (381)



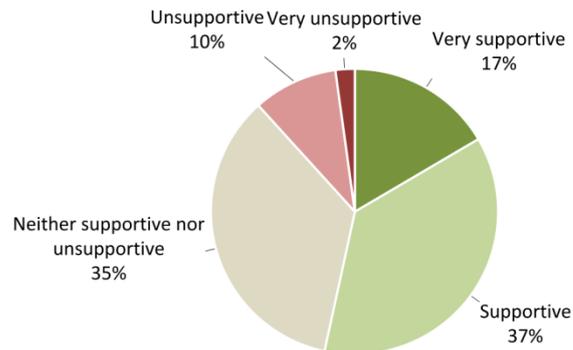
4.12 Of those employees who reported feeling that pressures at work have affected their health whilst working for LFRS the vast majority (85%) reported that this has not led to them needing to take time off from work as a result. However, 15% of employees stated that such pressures from work have led to them needing to take time off work.

Figure 28: Has this led to you needing to take time off from work?
Base: All employees (167)



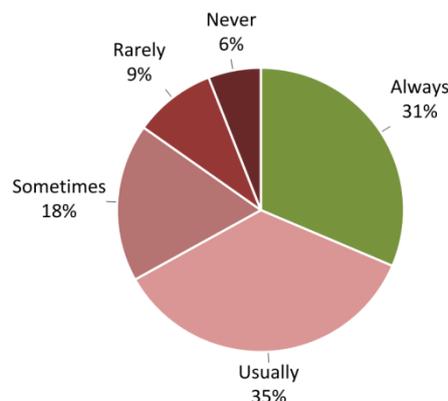
- 4.13 More than half of LFRS employees (54%) stated that LFRS is supportive or very supportive of people suffering from stress-related illnesses, whilst 12% of employees reported that LFRS is unsupportive or very unsupportive.

Figure 29: How supportive do you feel Leicestershire Fire and Rescue Service is of people suffering from stress-related illnesses?
Base: All employees (375)



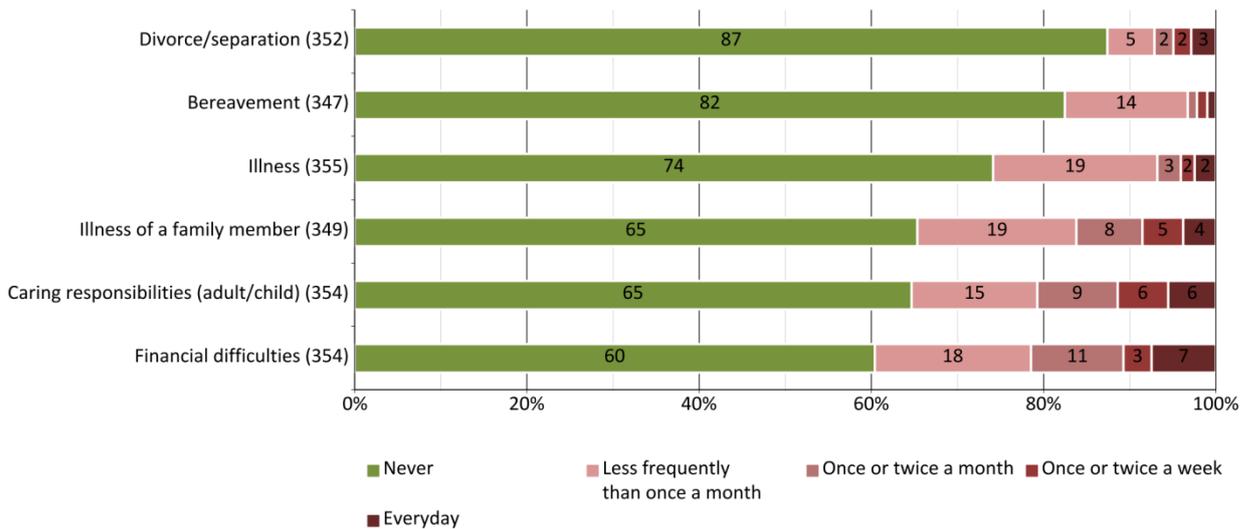
- 4.14 When employees were asked whether they feel that they would be able to talk to someone if they felt under pressure, two thirds of employees (66%) reported that they always (31%) or usually (35%) feel that they would be able to talk to someone. Less than a fifth of employees felt that they would only sometimes (18%) be able to talk to someone.
- 4.15 Only small proportions of employees felt that they would rarely (9%) or never (6%) be able to talk to someone.

Figure 30: Do you feel you would be able to talk to someone if you felt under pressure at work?
Base: All employees (358)



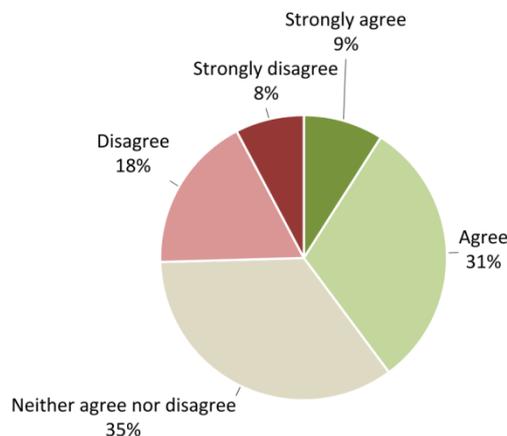
4.16 When asked about the issues that currently cause employees stress the majority reported that divorce/separation (87%), bereavement (82%), illness (74%), and illness of a family member (65%) never cause them stress. However, around a quarter of employees stated that caring responsibilities (21%) and financial difficulties (21%) cause them stress at least once or twice a month.

Figure 31: Are any of the following currently causing you stress?
Base: All employees (number of employees shown in brackets)



4.17 When asked whether they agree or disagree that LFRS tries to be flexible to help manage non-work commitments, 40% of employees stated that they at least agree with this statement, whilst almost a third (26%) of employees reported that they disagree or strongly disagree that LFRS tries to be flexible in this way.

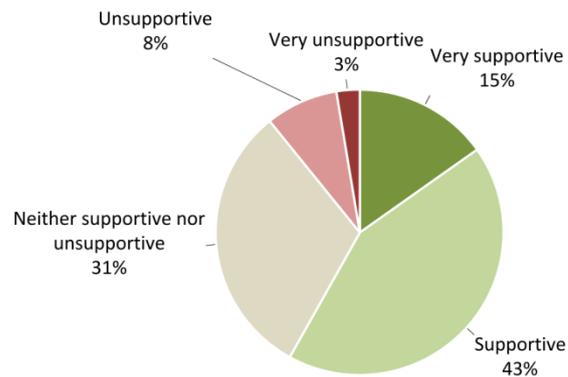
Figure 32: Do you agree or disagree that Leicestershire Fire and Rescue Service tries to be flexible to help you manage non-work commitments?
Base: All employees (355)



^{4.18} Almost three fifths (58%) of employees stated that they feel that LFRS is supportive/very supportive during crises such as illness, bereavement and marriage break-up, whilst a fifth of employees (11%) reported feeling that LFRS is unsupportive/very unsupportive during crises. It is worth noting that 31% of LFRS employees feel that LFRS is neither supportive nor unsupportive during crises such as these.

Figure 33: How supportive do you feel Leicestershire Fire and Rescue Service is during crises for example illness, bereavement or marriage break-up?

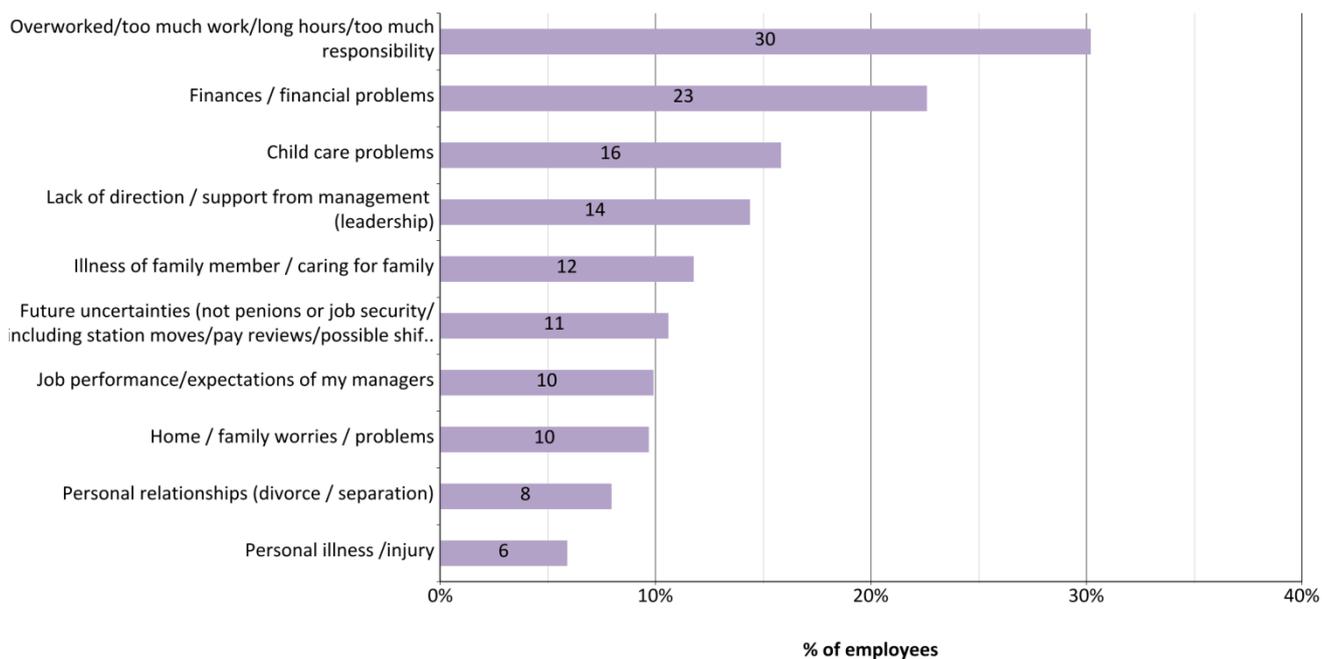
Base: All employees (375)



- 4.19 3 in 10 (30%) employees identified being overworked/having too much work/working long hours/having too much responsibility as a source of pressure to them (either at work or at home). Almost a quarter (23%) of employees also identified finances/financial problems as a source of pressure.
- 4.20 Smaller proportions of employees identified child care problems (16%), a lack of direction/support from management (14%), illness of a family member/caring for the family (12%) and future uncertainties (11%) as sources of pressure.
- 4.21 Other text responses revealed sources of pressure to include: difficult or gory jobs, My own expectations on myself, constant assessments, the annual fitness test has to be passed which gets harder as you get older and having leave cancelled at short notice.

Figure 34: In order to help us to identify any sources of pressure not covered in this survey please identify the three main sources of pressure for you, whether at work or at home.

Base: All employees (129)



Demographic sub-group analysis

4.22 The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 25: Do any of the following cause you stress whilst working for Leicestershire Fire and Rescue Service?

Demographic sub-group analysis.

Do any of the following cause you stress whilst working for Leicestershire Fire and Rescue Service?	Employees significantly more likely than average to state 'never'	Employees significantly less likely than average to state 'never'
Having too much work to do	Less than 5 years' service	
Working alone	HQ	
Working with the public	Female Christian	
Working with children	Female Christian HQ	
Working with external clients	Female Less than 5 years' service	
Difficulties in relationships with colleagues	Less than 5 years' service Retained	5 up to 10 years' service

Table 26: How often or rarely do you work more than 48 hours per week at Leicestershire Fire and Rescue Service?

Demographic sub-group analysis

How often or rarely do you work more than 48 hours per week at LFRS?	Employees significantly more likely than average to state 'never'	Employees significantly less likely than average to state 'never'
	Female Support staff HQ Less than 5 years' service Part-time	Male Operational staff South District Central District Over 10 years' service

Table 27: To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers.....Demographic sub-group analysis.

To what extent do you agree or disagree with the following statements about your directors/senior managers? My directors/senior managers.....	Employees significantly more likely than average to agree	Employees significantly more likely than average to agree
I am expected to work long hours		Female Support staff HQ Part time
I choose to work long hours	Female Support staff HQ Less than 5 years' service	Central district
I can take a break when I need to	Female Support staff HQ Less than 5 years' service	

Table 28: Have any recent one-off incidents been a source of stress for you? For example, violence, death or injury to a colleague Demographic sub-group analysis

Have any recent one-off incidents been a source of stress for you?	Employees significantly more likely than average to say 'yes'	Employees significantly less likely than average to say 'yes'
		Employees who work in the South District

Table 29: How would you rate the design and layout of your working environment? Demographic sub-group analysis

How would you rate the design and layout of your working environment?	Employees significantly more likely than average to rate the design and layout of their working environment as 'good'	Employees significantly less likely than average to rate the design and layout of their working environment as 'good'
	5 to 10 years' service Aged 16 to 35 Retained	Over 10 years' service Part time

Table 30: How would you rate the following facilities? Demographic sub-group analysis.

How would you rate the following facilities?	Employees significantly more likely than average to rate the following facilities as 'good'	Employees significantly less likely than average to rate the following facilities as 'good'
Toilets	Aged 16 to 35	
Rest rooms	5 to 10 years' service	Support staff Part time
Canteen		

Table 31: Are you provided with adequate equipment to allow you to do your job effectively?**Demographic sub-group analysis**

Are you provided with adequate equipment to allow you to do your job effectively?	Employees significantly more likely than average to state that they are provided with adequate equipment to allow them to do their job effectively	Employees significantly less likely than average to state that they are provided with adequate equipment to allow them to do their job effectively
	Employees who have worked at LFRS for less than 5 years	

Table 32: Has this led to you needing to take time off from work? Demographic sub-group analysis

Has this led to you needing to take time off from work?	Employees significantly more likely than average to state 'yes'	Employees significantly more likely than average to state 'yes'
		Employees who work in the North District Employees who work in the Central District

Table 33: Do you feel you would be able to talk to someone if you felt under pressure at work? Demographic sub-group analysis

Do you feel you would be able to talk to someone if you felt under pressure at work?	Employees significantly more likely than average to state 'always'	Employees significantly less likely than average to state 'always'
	Employees who have worked at LFRS for less than 5 years Employees who have worked at LFRS for 5 up to 10 years	Employees who have worked at LFRS for over 10 years

Table 34: Do you agree or disagree that Leicestershire Fire and Rescue Service tries to be flexible to help you manage non-work commitments? Demographic sub-group analysis

Do you agree or disagree that LFRS tries to be flexible to help you manage non-work commitments?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
	Female staff Support staff Staff who work at HQ Employees who have worked at LFRS for 5 up to 10 years	Employees who work in the North District Employees who have worked at LFRS for over 10 years

Comparisons with 2009 survey

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

Table 35: Do any of the following cause you stress whilst working for Leicestershire Fire and Rescue Service? Comparison with 2009 survey

Do any of the following cause you stress whilst working for LFRS?	% who said 'Never' 2009	% who said 'Never' 2012	% change since 2009
Having too much work to do	13	18	↑5
Working alone	45	47	↑2
Working with the public	45	50	↑5
Working with children	56	62	↑6
Working with external clients	43	52	↑9
Difficulties in relationships with colleagues	32	31	↓1

Table 36: How often or rarely do you work more than 48 hours per week at Leicestershire Fire and Rescue Service? Comparison with 2009 survey

How often or rarely do you work more than 48 hours per week at LFRS?	% who said 'Never' 2009	% who said 'Never' 2012	% change since 2009
	17	22	↑5

Table 37: To what extent do you agree or disagree with the following statements about your directors/senior managers? Comparison with 2009 survey

To what extent do you agree or disagree with the following statements about your directors/senior managers?	% agree 2009	% agree 2012	% change since 2009
I am expected to work long hours	43	40	↓1
I choose to work long hours	36	37	↑1
I can take a break when I need to	54	59	↑5

Table 38: Have any recent one-off incidents been a source of stress for you? Comparison with 2009 survey

Have any recent one-off incidents been a source of stress for you?	% who said 'no' 2009	% who said 'no' 2012	% change since 2009
	88	89	↑1

Table 39: How would you rate the design and layout of your working environment? Comparison with 2009 survey

How would you rate the design and layout of your working environment?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
	36	38	↑2

Table 40: How would you rate the following facilities? Comparison with 2009 survey

How would you rate the following facilities?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
Toilets	45	52	↑7
Rest rooms	30	41	↑11
Canteen	41	51	↑10

Table 41: Are you provided with adequate equipment to allow you to do your job effectively? Comparison with 2009 survey

Are you provided with adequate equipment to allow you to do your job effectively?	% who said 'yes' 2009	% who said 'yes' 2012	% change since 2009
	86	87	↑1

Table 42: Do you agree or disagree that pressures at work cause you to perform less well at work? Comparison with 2009 survey

Do you agree or disagree that pressures at work cause you to perform less well at work?	% who agreed 2009	% who agreed 2012	% change since 2009
	49	48	↓1

Table 43: During the last 12 months, do you feel that pressures at work have affected your health whilst working for LFRS? Comparison with 2009 survey

During the last 12 months, do you feel that pressures at work have affected your health whilst working for LFRS?	% who said 'never' 2009	% who said 'never' 2012	% change since 2009
	58	49	↓9

Table 44: Has this led to you needing to take time off from work? Comparison with 2009 survey

Has this led to you needing to take time off from work?	% who said 'yes' 2009	% who said 'yes' 2012	% change since 2009
	14	15	↑1

Table 45: How supportive do you feel Leicestershire Fire and Rescue Service is of people suffering from stress-related illnesses? Comparison with 2009 survey

How supportive do you feel LFRS is of people suffering from stress-related illnesses?	% who said 'supportive' 2009	% who said 'supportive' 2012	% change since 2009
	40	54	↑14

Table 46: Do you feel you would be able to talk to someone if you felt under pressure at work? Comparison with 2009 survey

Do you feel you would be able to talk to someone if you felt under pressure at work?	% who said 'always' 2009	% who said 'always' 2012	% change since 2009
	21	31	↑10

Table 47: Are any of the following currently causing you stress? Comparison with 2009 survey

Are any of the following currently causing you stress?	% who said 'never' 2009	% who said 'never' 2012	% change since 2009
Illness	72	74	↑2
Illness of a family member	66	65	↓1
Caring responsibilities (adult/child)	59	65	↑6
Divorce/separation	85	87	↑2
Bereavement	84	82	↑2
Financial difficulties	58	60	↑2

Table 48: Do you agree or disagree that Leicestershire Fire and Rescue Service tries to be flexible to help you manage non-work commitments? Comparison with 2009 survey

Do you agree or disagree that LFRS tries to be flexible to help you manage non-work commitments?	% who agreed 2009	% who agreed 2012	% change since 2009
	38	40	↑2

Table 49: How supportive do you feel LFRS is during crises for example illness, bereavement or marriage break-up? Comparison with 2009 survey

How supportive do you feel LFRS is during crises for example illness, bereavement or marriage break-up?	% who said 'supportive' 2009	% who said 'supportive' 2012	% change since 2009
	48	58	↑10

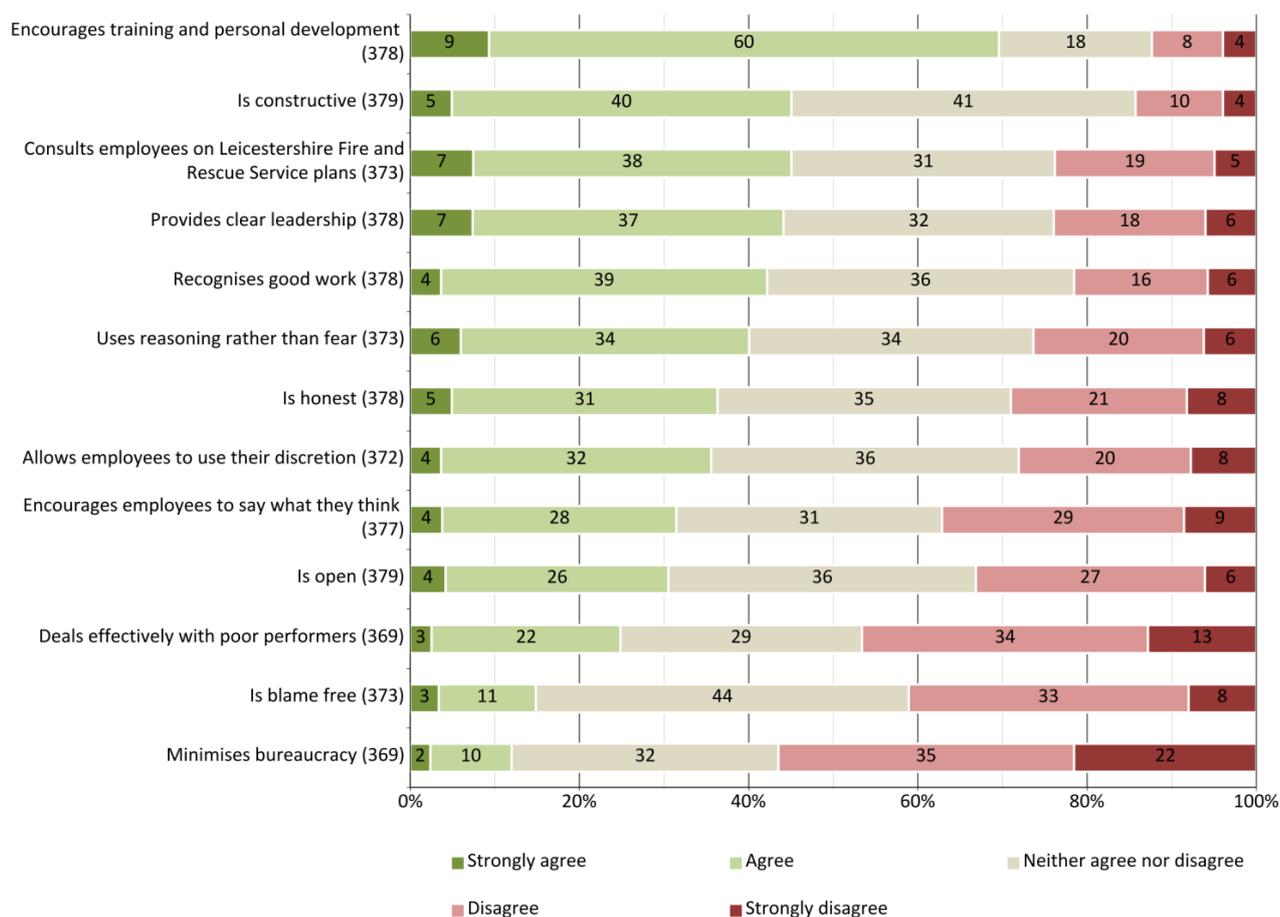
5. Your Fire and Rescue Service

Results

- 5.1 More than two thirds of employees reported that they strongly agree/agree that LFRS encourages training and development (69%). Two fifths or more of employees also stated that they at least strongly agree/agree that LFRS is constructive (45%), consults employees on LFRS plans (45%), provides clear leadership (44%), recognises good work (43%) and uses reasoning rather than fear (40%).
- 5.2 However, around two fifths or more of employees disagreed/strongly disagreed that LFRS minimises bureaucracy (57%), deals effectively with poor performers (47%), is blame free (41%) and encourages employees to say what they think (38%).

Figure 35: Do you agree or disagree with the following statements about the culture of Leicestershire Fire and Rescue Service?

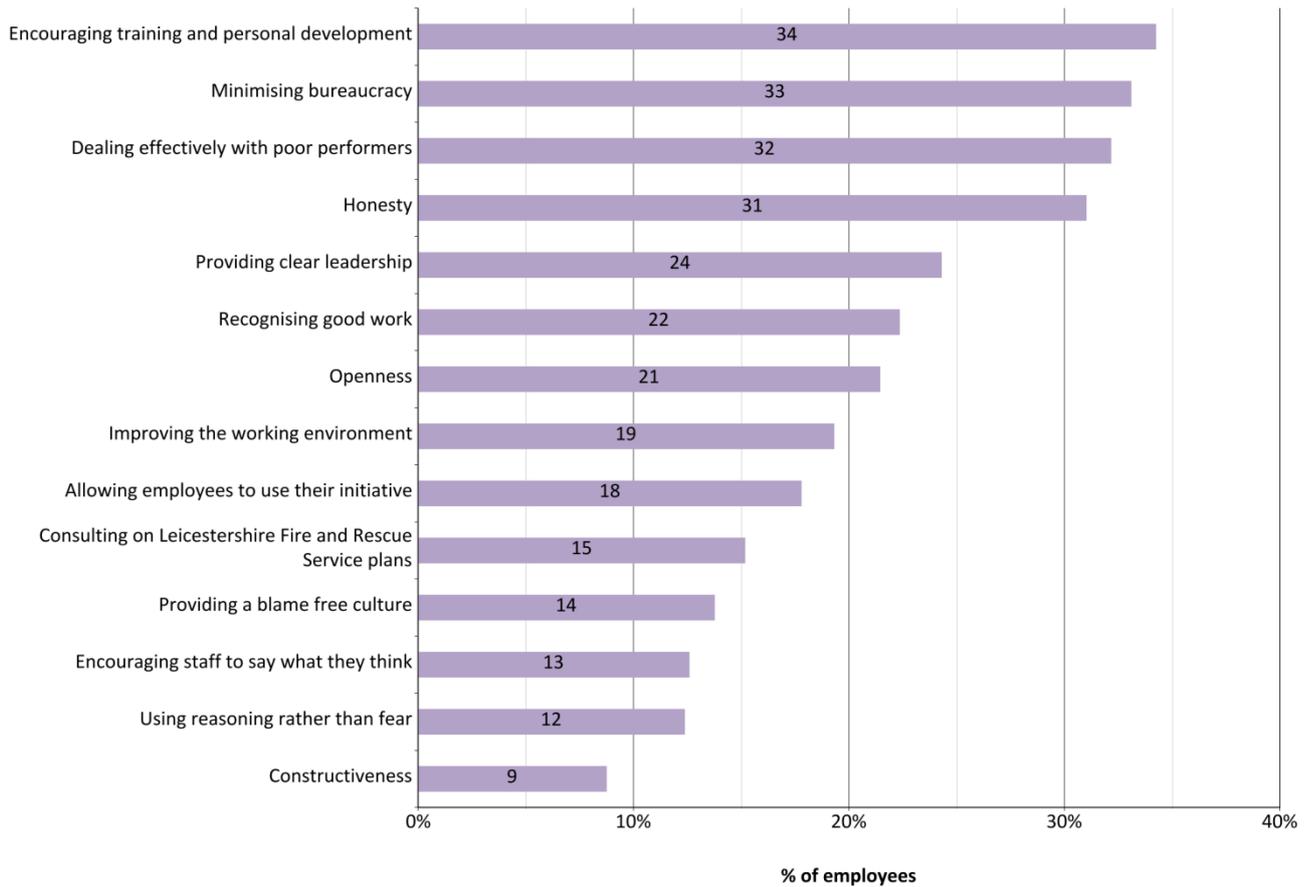
Base: All employees (number of employees shown in brackets)



- 5.3 When asked what employees thought should be LFRS's three main priorities in order to improve as an employer, most employees stated that the top three priorities are: encouraging training and development (34%), minimising bureaucracy (33%) and dealing effectively with poor performers (32%).

Figure 36: What do you think should be Leicestershire Fire and Rescue Service's three main priorities in order to improve as an employer?

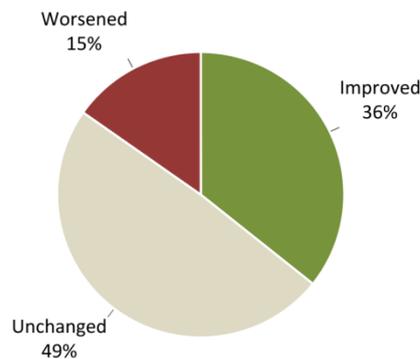
Base: All employees (375)



- 5.4 More than a third (36%) of employees stated that they feel that in the last three years the performance of LFRS as a whole has improved; only 15% thought that it had worsened. However, almost half of employees (49%) felt that the performance of LFRS is unchanged.

Figure 37: In the last three years do you think the performance of Leicestershire Fire and Rescue Service as a whole has improved, is unchanged or worsened?

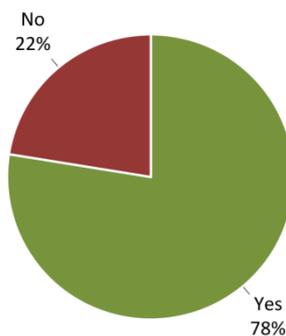
Base: All employees (373)



- 5.5 More than three quarters of employees reported that they understand what is meant by LFRS values (78%), with only 22% stating that they do not.

Figure 38: Do you understand what is meant by Leicestershire Fire and Rescue Service values?

Base: All employees (374)



Demographic sub-group analysis

5.6 The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 50: Do you agree or disagree with the following statements about the culture of Leicestershire Fire and Rescue Service? LFRS...?

Demographic sub-group analysis.

Do you agree or disagree with the following statements about the culture of Leicestershire Fire and Rescue Service? LFRS...	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
Consults employees on Leicestershire Fire and Rescue Service plans	HQ	
Uses reasoning rather than fear	Female Support staff HQ Less than 5 years' service	
Deals effectively with poor performers	Aged 16 to 35 Retained	
Encourages employees to say what they think	Support staff HQ Less than 5 years' service Aged 16 to 35 Retained	
Encourages training and personal development	Christian	
Is honest	HQ Less than 5 years' service Aged 16 to 35 Retained Christian	

Table 51: What do you think should be Leicestershire Fire and Rescue Service's three main priorities in order to improve as an employer? Demographic sub-group analysis.

What do you think should be Leicestershire Fire and Rescue Service's three main priorities in order to improve as an employer?	Employees significantly more likely than average to state that one of LFRS's three main priorities in order to improve as an employer should be...	Employees significantly less likely than average to state that one of LFRS's three main priorities in order to improve as an employer should be...
Consulting on Leicestershire Fire and Rescue Service plans		Part-time
Using reasoning rather than fear		Staff who work in the North District Staff who work at HQ Staff who have worked at LFRS for less than 5 years Non-Christian
Dealing effectively with poor performers	Female Support staff Staff who work at HQ	
Encouraging training and personal development	Staff who have worked at LFRS for less than 5 years Aged 16 to 35 Retained	
Honesty		Support staff
Constructiveness	Non-Christian	Christian
Providing clear leadership		Staff who work in the Central District Retained
Openness	Staff who work in the North District	
Minimising bureaucracy		Female Support staff Staff who work at HQ Staff who have worked at LFRS for less than 5 years Aged 16 to 35
Recognising good work		Staff who work in the North District
Allowing employees to use their initiative		Female Staff who work in the South District Retained

Table 52: In the last three years do you think the performance of Leicestershire Fire and Rescue Service as a whole has improved, is unchanged or worsened?

Demographic sub-group analysis

In the last three years do you think the performance of LFRS as a whole has improved, is unchanged or worsened?	Employees significantly more likely than average to state 'improved'	Employees significantly more likely than average to state 'improved'
		Part Time

Table 53: Do you understand what is meant by Leicestershire Fire and Rescue Service values? Demographic sub-group analysis

Do you understand what is meant by Leicestershire Fire and Rescue Service values?	Employees significantly more likely than average to understand what it meant by LFRS values	Employees significantly more likely than average to understand what it meant by LFRS values
	HQ Retained	

Comparisons with 2009 survey

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

Table 54: Do you agree or disagree with the following statements about the culture of Leicestershire Fire and Rescue Service? LFRS...

Comparison with 2009 survey

Do you agree or disagree with the following statements about the culture of Leicestershire Fire and Rescue Service? LFRS...	% agree 2009	% agree 2012	% change since 2009
Consults employees on Leicestershire Fire and Rescue Service plans	44	45	↑1
Uses reasoning rather than fear	28	40	↑12
Deals effectively with poor performers	19	25	↑6
Encourages employees to say what they think	20	32	↑12
Encourages training and personal development	56	69	↑13
Is honest	28	36	↑8

Table 55: What do you think should be Leicestershire Fire and Rescue Service's three main priorities in order to improve as an employer? Comparison with 2009 survey

What do you think should be Leicestershire Fire and Rescue Service's three main priorities in order to improve as an employer?	% 2009	% 2012	% change since 2009
Consulting on Leicestershire Fire and Rescue Service plans	16	15	↓1
Using reasoning rather than fear	13	12	↓1
Dealing effectively with poor performers	28	32	↑4
Encouraging staff to say what they think	18	13	↓5
Encouraging training and personal development	27	34	↑7
Honesty	37	31	↓6
Constructiveness	5	9	↑4
Providing clear leadership	23	24	↑1
Openness	22	21	↓1
Providing a blame free culture	12	14	↑2
Minimising bureaucracy	37	33	↓4
Recognising good work	26	22	↓4
Allowing employees to use their initiative	15	18	↑3
Improving the working environment	18	19	↑1

**Table 56: In the last three years do you think the performance of LFRS as a whole has improved, is unchanged or worsened?
Comparison with 2009 survey**

In the last three years do you think the performance of LFRS as a whole has improved, is unchanged or worsened?	% who said 'improved' 2009	% who said 'improved' 2012	% change since 2009
	29	36	↑7

**Table 57: Do you understand what is meant by Leicestershire Fire and Rescue Service values?
Comparison with 2009 survey**

Do you understand what is meant by Leicestershire Fire and Rescue Service values?	% who said 'yes' 2009	% who said 'yes' 2012	% change since 2009
	69	78	↑9

6. Communication

Results

- 6.1 Due to lack of clear instructions on questions D1(a) and (b) employees have answered the question in a variety of ways. Therefore, results from these questions should be treated as a tentative indication only.
- 6.2 A rating analysis was run on how employees currently receive the most information regarding current organisational issues in LFRS in order to establish their overall order. The results are illustrated in Table 58 below. It should be noted that 'other' has been included in this rating analysis. However, as only one person gave an 'other' response and rated it as their first choice this rating is disproportionately high.
- 6.3 As in 2009, weekly updates are the most frequently used method of communication by which employees currently receive the most information regarding current organisational issues in LFRS. The Chief's Annual Address was rated as the least frequently used current method by which employees receive information (as opposed to the FRS newsletter/newspaper in 2009).

Table 58: Rank order: How do you mostly receive information regarding current organisational issues?

How do you mostly receive information regarding current organisational issues?	Rank Order
Other - please specify	1
Weekly Update	2
Email	3
Team/watch meetings	4
Face to face with line manager	5
SharePoint	6
Gossip	7
CallOut	8
Notice boards	9
Grapevine	10
Middle Manager/Supervisory Seminars	11
FRS Newsletter/newspaper	12
Trade Unions	13
Chief's Annual Address	14

- 6.4 A rating analysis was also run on how employees would prefer to be kept informed about current organisational issues in LFRS in order to establish their overall order. The results are illustrated in Table 59 below.
- 6.5 After 'other' weekly updates were the most preferred method of communication by which employees stated they would prefer to receive information regarding current organisational issues in LFRS (compared to A rating analysis was run on how employees currently receive the most information regarding current organisational issues in LFRS in order to establish their overall order. The results are illustrated in Table 59 below.
- 6.6 As in 2009, gossip was ranked the least preferred method of communication.

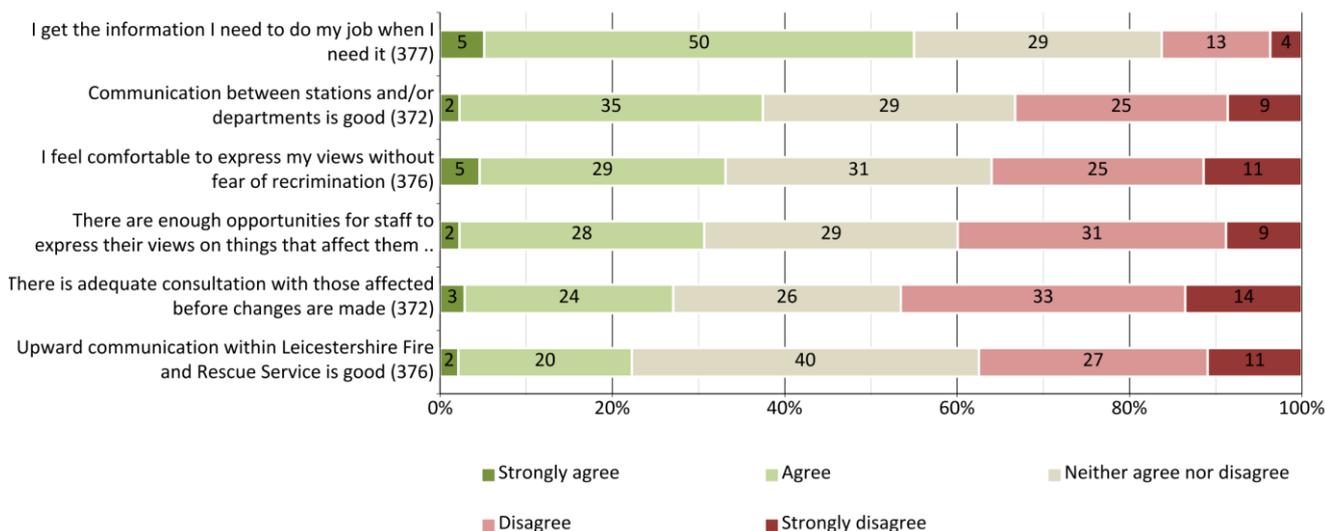
Table 59: Rank order: By which methods do you prefer to be kept informed about current organisational issues?

By which methods do you prefer to be kept informed about current organisational issues?	Rank Order
Other - please specify	1
Weekly Update	2
Face to face with line manager	3
Email	4
Team/watch meetings	5
SharePoint	6
Notice boards	7
CallOut	8
Middle Manager/Supervisory Seminars	9
FRS Newsletter/newspaper	10
Trade Unions	11
Grapevine	12
Chief's Annual Address	13
Gossip	14

6.7 More than half of employees agree or strongly agree that they get the information to do their job when they need it (55%). However, more than two fifths of employees reported that they disagree or strongly disagree that there is adequate consultation with those affected before changes are made (47%), that there are enough opportunities for staff to express their views on things that affect them (40%), that upwards communication within LFRS is good (38%), that they feel comfortable to express their views without fear of recrimination (36%) and that communication between stations and/or departments is good (34%).

Figure 39: Do you agree or disagree with the following statements?

Base: All employees (number of employees shown in brackets)



Demographic sub-group analysis

6.10 The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 60: Do you agree or disagree with the following statements? Demographic sub-group analysis

Do you agree or disagree with the following statements?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
There is adequate consultation with those affected before changes are made	Female HQ	Central district
There are enough opportunities for staff to express their views on things that affect them	HQ	
Communication between stations and/or departments (whichever is relevant to you) is good		Part time
Upward communication within Leicestershire Fire and Rescue Service is good	HQ Less than 5 years' service Aged 16 to 35	
I get the information I need to do my job when I need it	HQ Less than 5 years' service Aged 16 to 35 Retained Christian	
I feel comfortable to express my views without fear of recrimination	Female Support staff HQ Christian	

Comparisons with 2009 survey

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

**Table 61: Do you agree or disagree with the following statements?
Comparison with 2009 survey**

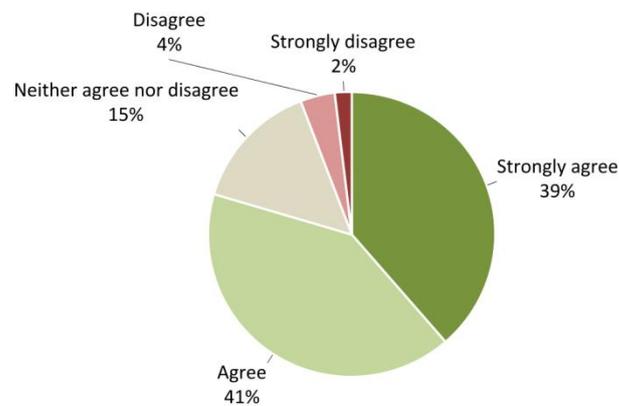
Do you agree or disagree with the following statements?	% agree 2009	% agree 2012	% change since 2009
There is adequate consultation with those affected before changes are made	20	27	↑7
There are enough opportunities for staff to express their views on things that affect them	26	30	↑4
Communication between stations and/or departments (whichever is relevant to you) is good	27	37	↑10
Upward communication within Leicestershire Fire and Rescue Service is good	19	22	↑3
I get the information I need to do my job when I need it	40	55	↑15
I feel comfortable to express my views without fear of recrimination	32	34	↑2

7. Equality and Fairness

7.1 Just over two thirds of employees (80%) stated that they at least agree that Equality and Diversity is important in a modern Fire and Rescue Service, whilst around a fifth (15%) of employees reported neither agreeing nor disagreeing with this statement. 6% of employees however stated that they disagree/strongly disagree that Equality and Diversity is important.

Figure 40: Do you agree or disagree that Equality and Diversity is important in a modern Fire and Rescue Service?

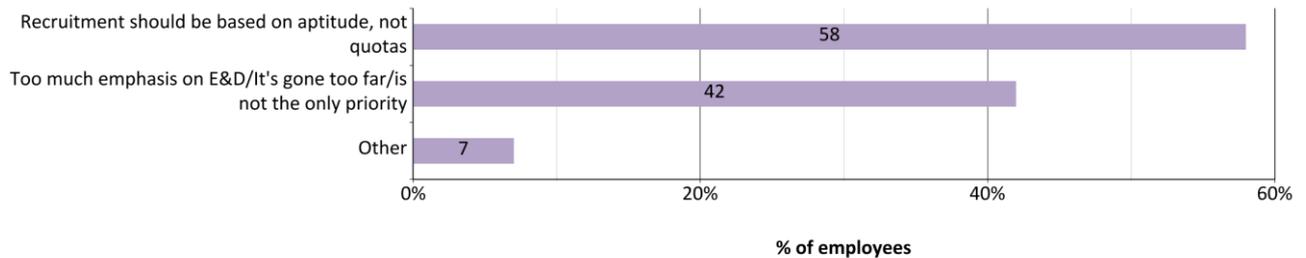
Base: All employees (372)



- 7.2 Of those employees who reported that they strongly disagree/disagree that Equality and Diversity is important in a modern Fire and Rescue Service (and whose responses were coded), just under three fifths (58%) felt that recruitment should be based on aptitude not quotas, while just over two fifths (42%) felt that there is too much emphasis on Equality and Diversity/that it's gone too far.

Figure 41: Please state your reasons why

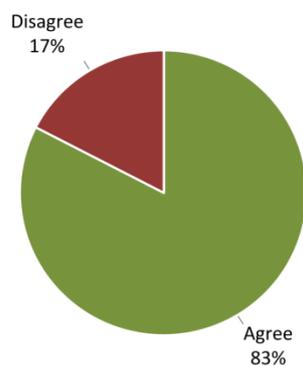
Base: Employees who disagreed that Equality and Diversity is important in a modern Fire and Rescue Service (14)



- 7.3 Just over four fifths of respondents (83%) stated that they agree with the Equality and Fairness policies that LFRS has implemented, whilst just under a fifth of employees (17%) reported disagreeing with this.

Figure 42: Do you agree or disagree with the Equality and Fairness policies that Leicestershire Fire and Rescue Service has implemented?

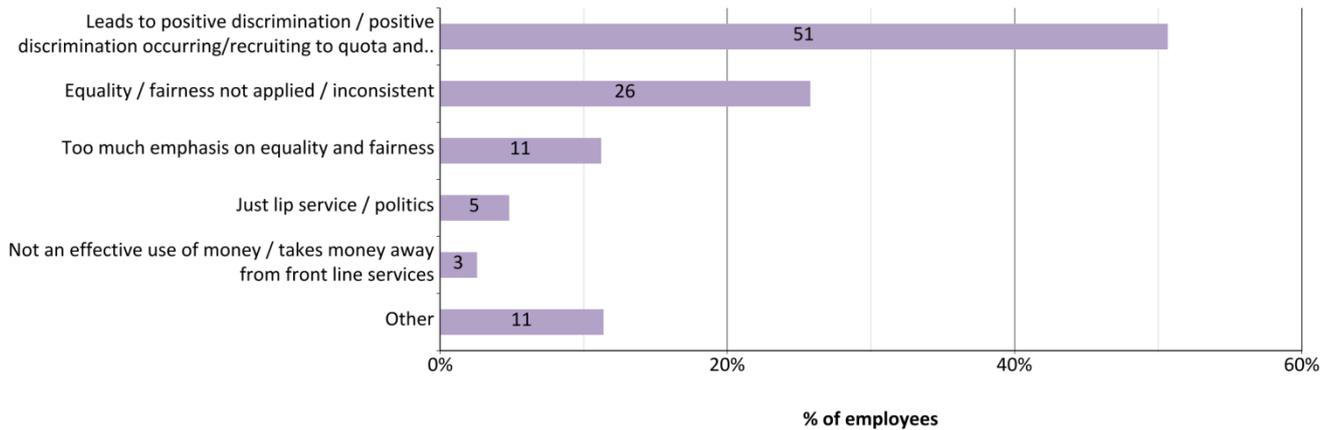
Base: All employees (365)



7.4 Text responses showed that of the employees that reported disagreeing with the Equality and Fairness policies that LFRS has implemented, just over half (51%) stated that they lead to positive discrimination/recruiting to quota and not the best person for the job, whilst just over a quarter (26%) stated that equality/fairness is not applied/is not consistent. Around 1 in 10 (11%) employees thought that there is too much emphasis on equality and fairness.

Figure 43: Please state your reasons why.

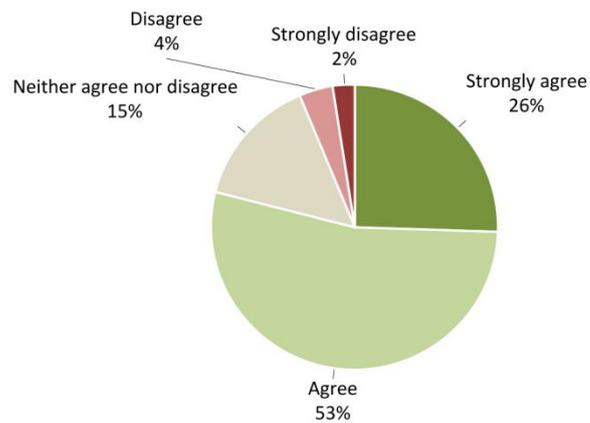
Base: Employees who disagreed with the Equality and Fairness policies that Leicestershire Fire and Rescue Service has implemented (38)



- 7.5 Just under four fifths of employees (79%) stated that they agree or strongly agree that they feel able to challenge inappropriate behaviour in the workplace such as discrimination, bullying and harassment; only 6% of employees disagree/strongly disagree with this.

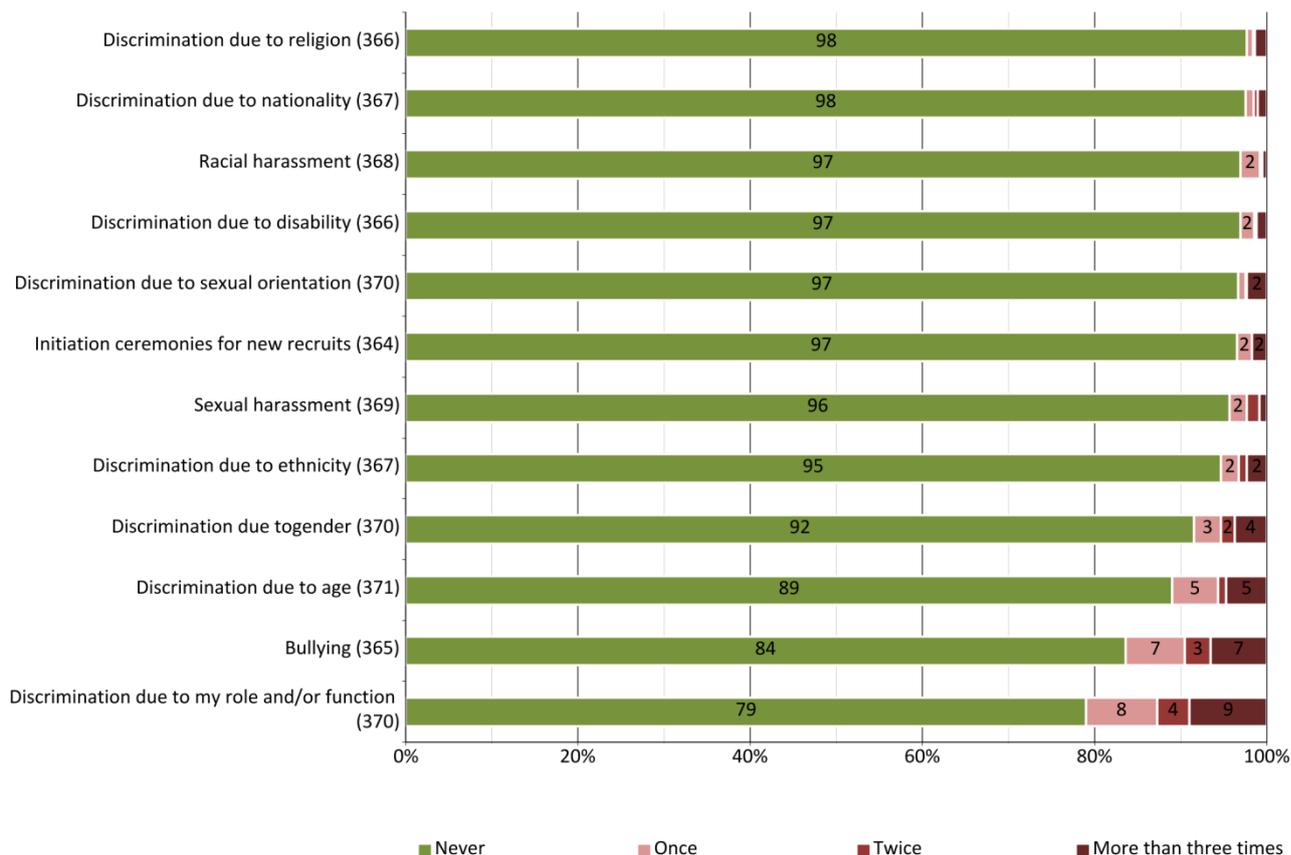
Figure 44: Do you agree or disagree that you feel able to challenge inappropriate behaviour in the workplace for example discrimination, bullying, harassment?

Base: All employees (373)



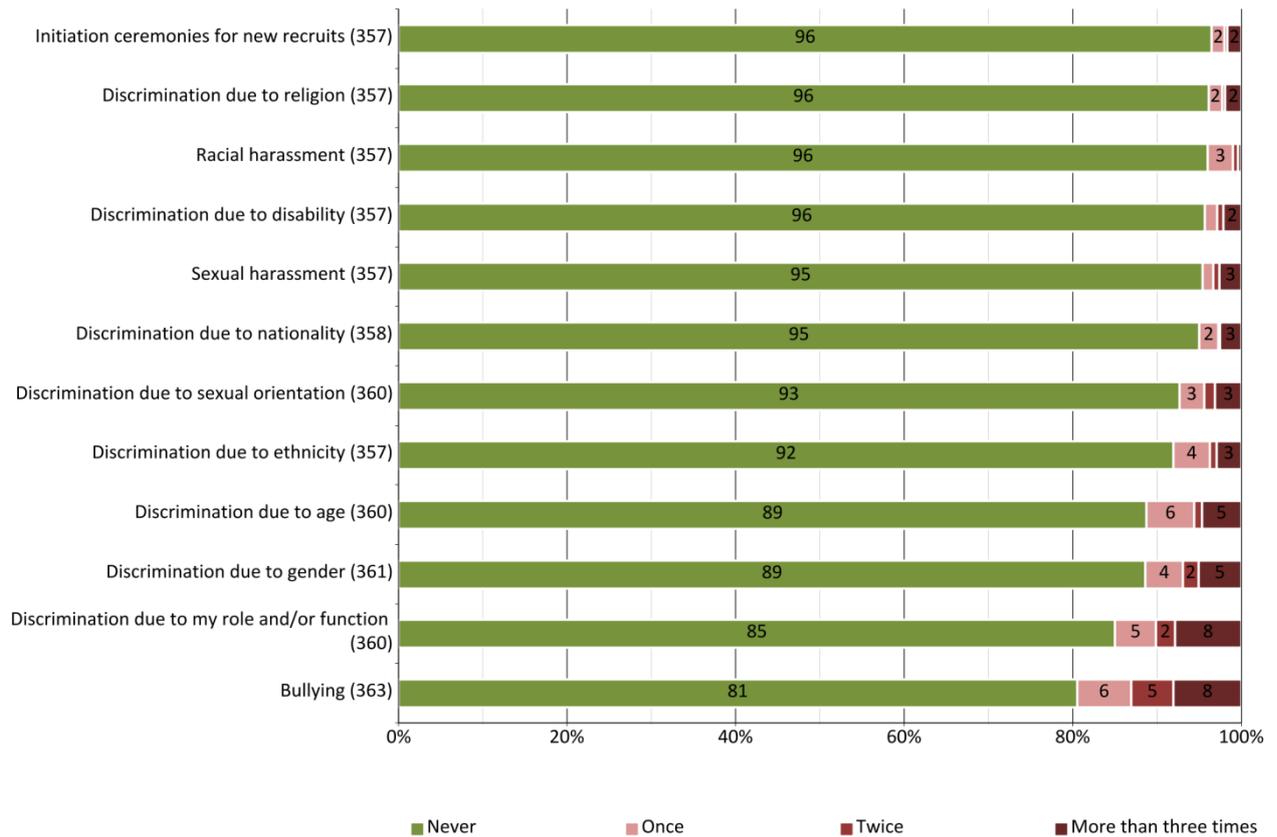
7.6 When employees were asked whether they had experienced any bullying, harassment or discrimination during the last three years whilst working for LFRS, almost all employees stated that they had never experienced any. However, just over a fifth (21%) of employees reported having experienced discrimination due to their role and function, with 9% having experienced this more than three times. 17% of employees said that they had experienced bullying, with 7% experiencing this more than three times and 10% of employees experiencing bullying once or twice.

Figure 45: During the last three years, whilst working at Leicestershire Fire and Rescue Service, I have personally experienced...
Base: All employees (number of employees shown in brackets)



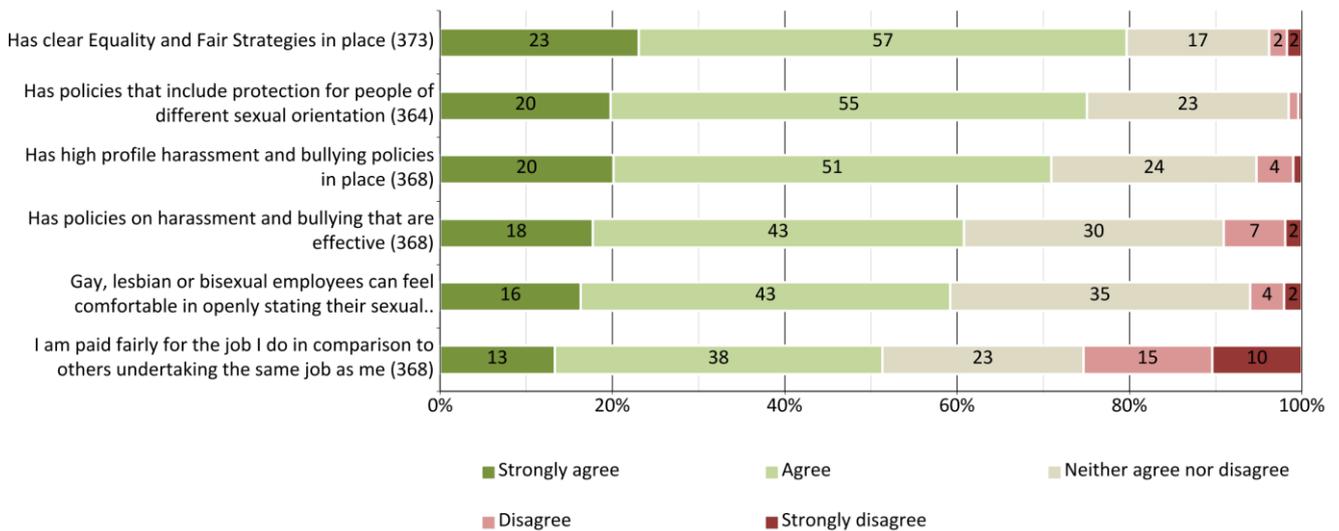
7.7 The vast majority of employees reported that they had never witnessed bullying, harassment or discrimination during the last three years whilst working for LFRS. However, almost a fifth of employees (19%) reported that they had witnessed discrimination due to their role and/or function, while 15% of employees reported that they had witnessed bullying during the last three years whilst working for LFRS.

Figure 46: During the last three years, whilst working at Leicestershire Fire and Rescue Service, I have personally witnessed...
Base: All employees (number of employees shown in brackets)



- 7.8 More than 7 in 10 employees stated that they at least agree that LFRS has clear Equality and Fairness Strategies in place (80%), that LFRS has policies that include protection for people of a different sexual orientation (75%), and that LFRS has high profile harassment and bullying policies in place (71%).
- 7.9 However, a quarter (25%) of employees stated that they disagree/strongly disagree that they are paid fairly for the job that they do in comparison to others undertaking the same job as them.

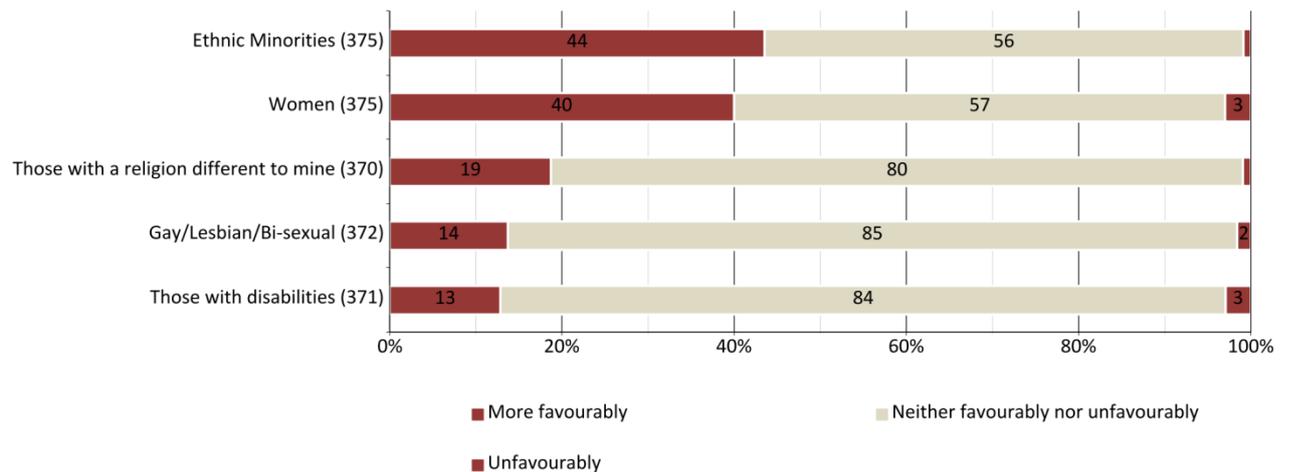
Figure 47: Do you agree or disagree with the following statements?
 Base: All employees (number of employees shown in brackets)



7.10 When asked whether certain employee groups are treated more favourably, the same or worse than others in LFRS, two fifths or more of employees stated that ethnic minorities (44%) and women (40%) are treated more favourably than others in LFRS. Four fifths or more of employees think that those with a different religion to their own (80%), those who are gay/lesbian/bisexual (85%) and those with disabilities (84%) are treated the same compared to others employed in LFRS.

Figure 48: Do you think the following employee groups are treated more favourably, the same or worse than others in Leicestershire Fire and Rescue Service?

Base: All employees (number of employees shown in brackets)



Demographic sub-group analysis

7.11 The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 62: Do you agree or disagree that Equality and Diversity is important in a modern Fire and Rescue Service? Demographic sub-group analysis

Do you agree or disagree that Equality and Diversity is important in a modern Fire and Rescue Service?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
	Female Support staff HQ Less than 5 years' service	Over 10 years' service

Table 63: Do you agree or disagree with the Equality and Fairness policies that Leicestershire Fire and Rescue Service has implemented? Demographic sub-group analysis

Do you agree or disagree with the Equality and Fairness policies that LFRS has implemented?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
	Support staff HQ Less than 5 years' service Christian	

Table 64: Do you agree or disagree that you feel able to challenge inappropriate behaviour in the workplace for example discrimination, bullying, harassment? Demographic sub-group analysis

Do you agree or disagree that you feel able to challenge inappropriate behaviour in the workplace for example discrimination, bullying, harassment?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
	Operational staff South district Full time Christian	Central district Part time

Table 65: Do you agree or disagree with the following statements? LFRS... Demographic sub-group analysis

Do you agree or disagree with the following statements? LFRS...	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
Has clear Equality and Fairness Strategies in place	HQ Less than 5 years' service	
Has high profile harassment and bullying policies in place	Retained	
Has policies on harassment and bullying that are effective	HQ Less than 5 years' service	Part time
Has policies that include protection for people of different sexual orientation	Female HQ Less than 5 years' service Aged 16 to 35	
Gay, lesbian or bisexual employees can feel comfortable in openly stating their sexual orientation	Female	

Table 66: Do you think the following employee groups are treated more favourably, the same or worse than others in LFRS? Demographic sub-group analysis

Do you think the following employee groups are treated more favourably, the same or worse than others in LFRS?	Employees significantly more likely than average to say 'more favourably'	Employees significantly less likely than average to say 'more favourably'
Ethnic Minorities	Operational staff North district	Female Support staff HQ Less than 5 years' service Part time
Women	Male Operational staff North district Over 10 years' service	Female Support staff HQ Less than 5 years' service Part time
Gay/Lesbian/Bi-sexual		Support staff HQ
Those with a religion different to mine		Support staff

Comparisons with 2009 survey

^{7.12} The tables below show the results and the percentage point changes between 2009 and 2012 for questions which are comparable across both surveys.

Table 67: Do you agree or disagree that Equality and Diversity is important in a modern Fire and Rescue Service? Comparison with 2009 survey

Do you agree or disagree that Equality and Diversity is important in a modern Fire and Rescue Service?	% who agreed 2009	% who agreed 2012	% change since 2009
	69	80	↑11

Table 68: Do you agree or disagree with the Equality and Fairness policies that Leicestershire Fire and Rescue Service has implemented? Comparison with 2009 survey

Do you agree or disagree with the Equality and Fairness policies that LFRS has implemented?	% who agreed 2009	% who agreed 2012	% change since 2009
	79	83	↑4

Table 69: Do you agree or disagree that you feel able to challenge inappropriate behaviour in the workplace for example discrimination, bullying, harassment? Comparison with 2009 survey

Do you agree or disagree that you feel able to challenge inappropriate behaviour in the workplace for example discrimination, bullying, harassment?	% who agreed 2009	% who agreed 2012	% change since 2009
	76	79	↑3

Table 70: Do you agree or disagree with the following statements? LFRS... Comparison with 2009 survey

Do you agree or disagree with the following statements? LFRS...	% agree 2009	% agree 2012	% change since 2009
Has clear Equality and Fairness Strategies in place	73	80	↑7
Has high profile harassment and bullying policies in place	71	71	↔
Has policies on harassment and bullying that are effective	48	61	↑13
Has policies that include protection for people of different sexual orientation	67	75	↑8
Gay, lesbian or bisexual employees can feel comfortable in openly stating their sexual orientation	47	59	↑12
I am paid fairly for the job I do in comparison to others undertaking the same job as me	49	51	↑2

Table 71: Do you think the following employee groups are treated more favourably, the same or worse than others in LFRS? Comparison with 2009 survey

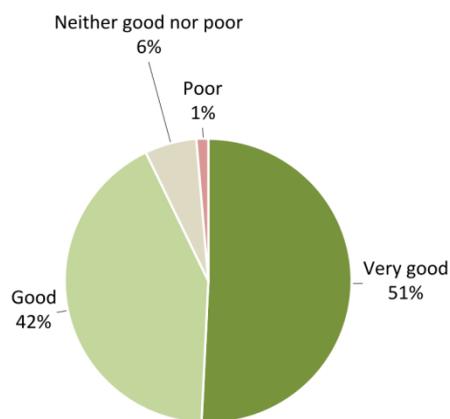
Do you think the following employee groups are treated more favourably, the same or worse than others in LFRS?	% who said 'neither favourably nor unfavourably' 2009	% who said 'neither favourably nor unfavourably' 2012	% change since 2009
Ethnic Minorities	48	56	↑8
Women	47	57	↑10
Those with disabilities	80	84	↑4
Gay/Lesbian/Bi-sexual	79	85	↑6
Those with a religion different to mine	76	80	↑4

8. Serving the Community

8.1 Employees were asked to rate the service that LFRS provides to the public. More than 9 in 10 (93%) employees rated the service that LFRS provides to the public as good/very good. Only a small proportion of employees rated the service to the public as poor (1%), whereas 6% of employees rated the service that LFRS provides to the public as neither good nor poor.

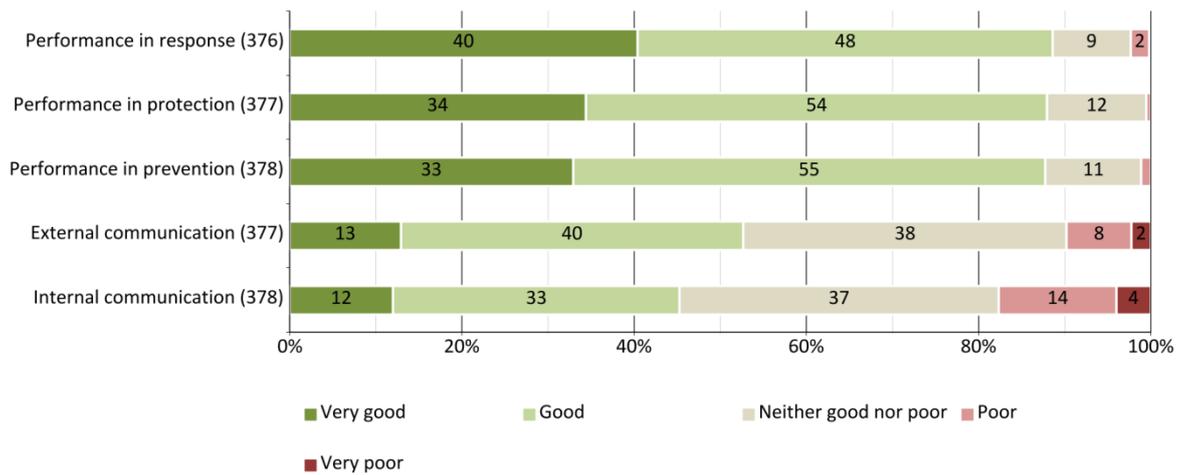
Figure 49: In your opinion how would you rate the service Leicestershire Fire and Rescue Service provides to the public?

Base: All employees (380)



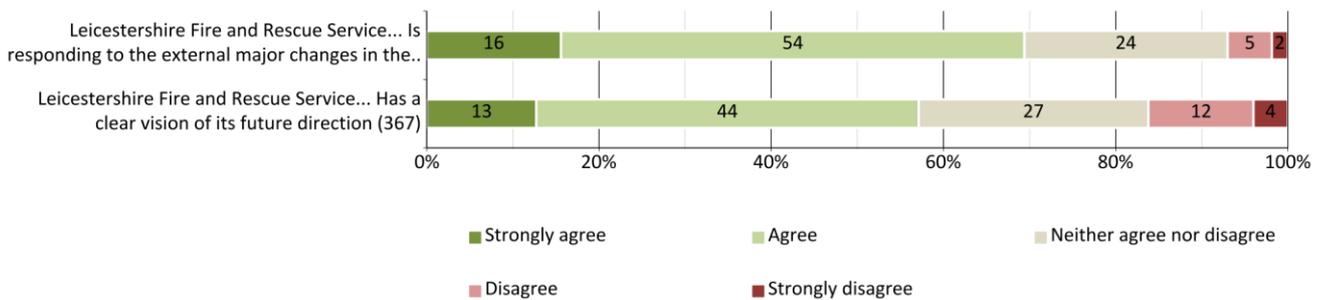
- 8.2 Almost 9 in 10 employees stated that LFRS’s performance in response (88%), prevention (88%) and protection (88%) is good/very good, whilst almost two fifths (38%) of LFRS employees rated external communication as neither good nor poor. It is also worth noting that almost a fifth of employees (18%) rate internal communication as poor/very poor.

Figure 50: How would you rate the following in Leicestershire Fire and Rescue Service?
Base: All employees (number of employees shown in brackets)



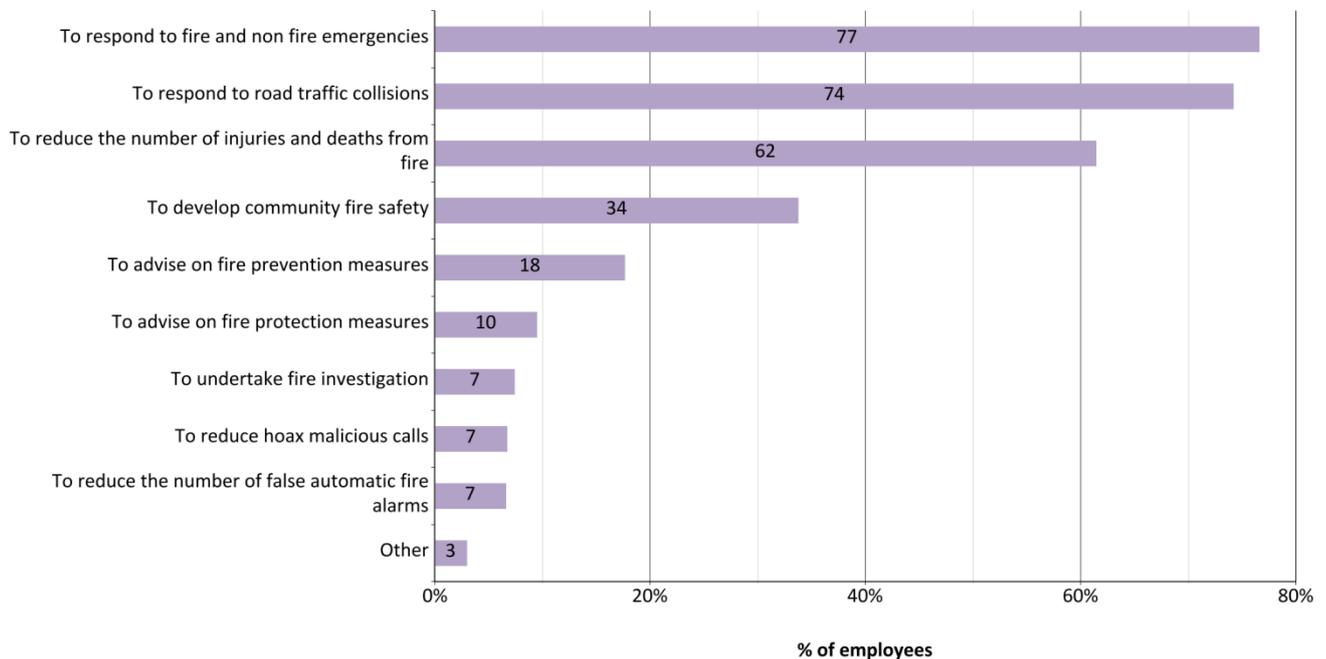
8.3 7 in 10 (70%) employees stated that they at least agree that LFRS is responding to the external major changes in the FRS, whilst almost three fifths (57%) of employees reported agreeing/strongly agreeing that LFRS has a clear vision of its future direction. It is worth noting that over a third of employees neither agree nor disagree with both of these statements.

Figure 51: Do you agree or disagree with the following statements?
 Base: All employees (number of employees shown in brackets)



8.4 When asked what employees think should be the three main priorities of LFRS, the majority of employees stated: to respond to fire and non-fire emergencies (77%), to respond to road traffic collisions (74%) and to reduce the number of injuries and deaths from fire (62%).

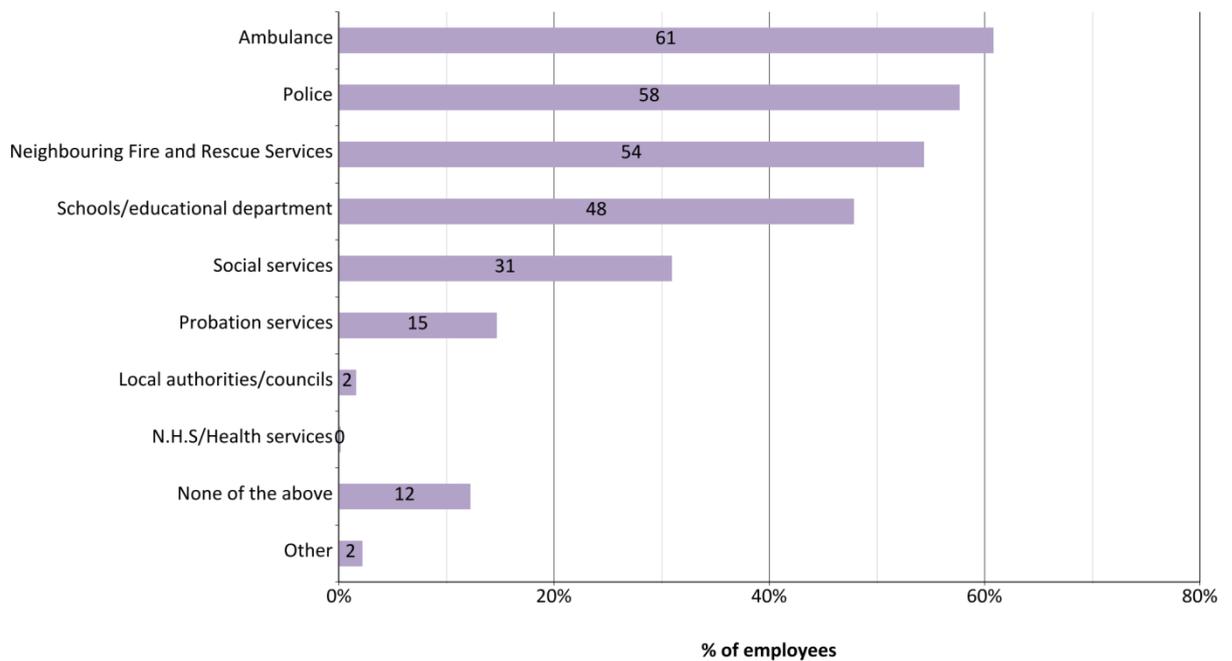
Figure 52: What do you think should be the three main priorities of Leicestershire Fire and Rescue Service?
 Base: All employees (372)



- 8.5 Around three fifths of LFRS employees stated that they thought that LFRS should have greater cooperation with the ambulance (61%) and police (58%) services. Around half of LFRS employees stated that they thought that LFRS should have greater cooperation with neighbouring fire and rescue services (54%) and that they should cooperate more with schools/educational departments (48%). Smaller proportions of employees thought that LFRS should have greater cooperation with social services (31%) and probation services (15%).

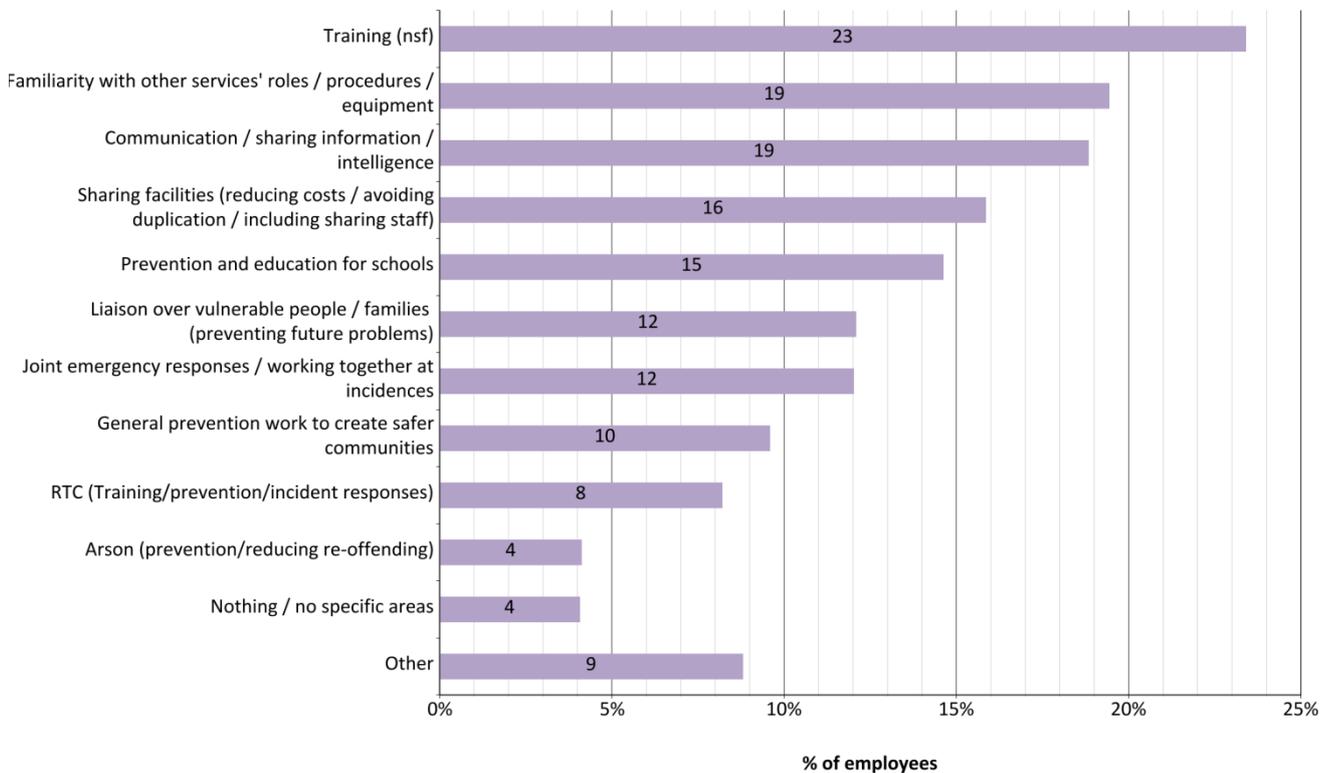
Figure 53: Do you think Leicestershire Fire and Rescue Service should have greater cooperation with any of the following services?

Base: All employees (339)



- 8.6 Based on the services that employees think LFRS should have greater cooperation with, employees were asked to specify in which areas they thought LFRS could work together with this/these services. Employees suggested that such areas include: training (23%), familiarity with other services' roles/procedures/equipment (19%) and communication/sharing of information/intelligence (19%).

Figure 54: Based on your response to F5, in which areas do you think LFRS could work together with this/these service(s)?
Base: All employees (120)



Demographic sub-group analysis

8.7 The tables below and overleaf show how responses vary across different sub-groups of LFRS.

Table 72: In your opinion how would you rate the service Leicestershire Fire and Rescue Service provides to the public? Demographic sub-group analysis

In your opinion how would you rate the service LFRS provides to the public?	Employees significantly more likely than average to say 'good'	Employees significantly less likely than average to say 'good'
	HQ Christian	

Table 73: How would you rate the following in Leicestershire Fire and Rescue Service? Demographic sub-group analysis

How would you rate the following in Leicestershire Fire and Rescue Service?	Employees significantly more likely than average to say 'good'	Employees significantly less likely than average to say 'good'
Performance in prevention	HQ Aged 46 or above Christian	
Performance in protection	HQ 5 to 10 years' service Aged 46 or above Christian	
Performance in response	HQ 5 to 10 years' service Christian	
Internal communication	Female HQ Less than 5 years' service Christian	
External communication	Female Support staff HQ Less than 5 years' service Christian	Over 10 years' service

Table 74: Do you agree or disagree with the following statements? LFRS... Demographic sub-group analysis

Do you agree or disagree with the following statements? LFRS...	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
Has a clear vision of its future direction	Female Support staff HQ Less than 5 years' service Part time Christian	
Is responding to the external major changes in the Fire and Rescue Service	HQ Less than 5 years' service Christian	

Table 75: What do you think should be the three main priorities of Leicestershire Fire and Rescue Service?
Demographic sub-group analysis.

What do you think should be the three main priorities of LFRS?	Employees significantly more likely than average to state that one of LFRS's three main priorities in order to improve as an employer should be...	Employees significantly less likely than average to state that one of LFRS's three main priorities in order to improve as an employer should be...
To reduce hoax malicious calls	Support staff HQ	
To reduce the number of false automatic fire alarms		Part time
To advise on fire protection measures		Non-Christian
To advise on fire prevention measures		Central district
To undertake fire investigation		Central district Non-Christian
To respond to fire and non-fire emergencies	Operational staff Central district	Support staff HQ
To respond to road traffic collisions	Operational staff	Support staff HQ

Table 76: Do you think Leicestershire Fire and Rescue Service should have greater cooperation with any of the following services? Demographic sub-group analysis

Do you think LFRS should have greater cooperation with any of the following services?	Employees significantly more likely than average to agree	Employees significantly less likely than average to agree
Neighbouring Fire and Rescue Services	Aged 46 or above	Central district
Ambulance	Over 10 years' service	Female Support staff
Schools/educational departments	Support staff	
Probation services	HQ	

Comparisons with 2009 survey

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

Table 77: In your opinion how would you rate the service LFRS provides to the public? Comparison with 2009 survey

In your opinion how would you rate the service LFRS provides to the public?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
	85	93	↑8

Table 78: How would you rate the following in Leicestershire Fire and Rescue Service? Comparison with 2009 survey

How would you rate the following in Leicestershire Fire and Rescue Service?	% who said 'good' 2009	% who said 'good' 2012	% change since 2009
Performance in prevention	79	88	↑9
Performance in protection	79	88	↑9
Performance in response	81	89	↑8
Internal communication	34	45	↑11
External communication	38	53	↑15

Table 79: Do you agree or disagree with the following statements? LFRS... Comparison with 2009 survey

Do you agree or disagree with the following statements? LFRS...	% agree 2009	% agree 2012	% change since 2009
Has a clear vision of its future direction	49	57	↑8
Is responding to the external major changes in the Fire and Rescue Service	58	69	↑11

Table 80: What do you think should be the three main priorities of LFRS? Comparison with 2009 survey

What do you think should be the three main priorities of LFRS?	% 2009	% 2012	% change since 2009
To develop community fire safety	30	34	↑4
To reduce the number of injuries and deaths from fire	64	62	↓2
To reduce hoax malicious calls	8	7	↓1
To reduce the number of false automatic fire alarms	7	7	↔
To advise on fire protection measures	9	10	↑1
To advise on fire prevention measures	20	18	↓2
To undertake fire investigation	8	7	↓1
To respond to fire and non-fire emergencies	80	77	↓3
To respond to road traffic collisions	71	74	↑3

Table 81: Do you think LFRS should have greater cooperation with any of the following services? Comparison with 2010 and 2008 surveys

Do you think LFRS should have greater cooperation with any of the following services?	% 2009	% 2012	% change since 2009
Neighbouring Fire and Rescue Services	54	54	↔
Ambulance	65	61	↓4
Police	60	58	↓2
Schools/educational departments	44	48	↑4
Social services	24	31	↓4
Probation services	15	15	↔

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