



A survey of current and ex-firefighters in England
Fire Research Technical Report 8/2008



A survey of current and ex-firefighters in England
Fire Research Technical Report 8/2008

The findings in this report are those of the authors and do not necessarily represent those of the Department for Communities and Local Government

Some percentages may not add up to 100 due to rounding. Also please note that some questions could have multiple answers, and therefore could total to more than 100 per cent.

Copyright in the contents, the cover, the design and the typographical arrangement rests with the Crown. This document/publication is value added. If you wish to re-use this material, please apply for a Click-Use Licence for value added material at www.opsi.gov.uk/click-use/system/online/pLogin.asp

Alternatively applications can be sent to:
Office of Public Sector Information
Information Policy Team
Kew
Richmond upon Thames
Surrey TW9 4DU

E-mail: licensing@opsi.gov.uk

This publication has been approved by Ministers and has official status. The contents of this publication may be reproduced free of charge in any format or medium for the purposes of private research and study or for internal circulation within an organisation. This is subject to the contents being reproduced accurately and not in a way that implies official status. Any publisher wishing to reproduce the content of this publication must not use or replicate the logo or replicate the official version's style and appearance, including the design, and must not present their publication as being an official publication as this may confuse the public. The reproduced material must be acknowledged as Crown Copyright and the title of the publication specified.

Any other use of the contents of this publication would require a copyright licence. Further information can be obtained from www.opsi.gov.uk

Department for Communities and Local Government
Eland House
Bressenden Place
London SW1E 5DU
Telephone : 020 7944 4400
Website : www.communities.gov.uk

© Queen's Printer and Controller of Her Majesty's Stationery Office, 2008.

If you require this publication in an alternative format please email: alternativeformats@communities.gsi.gov.uk

Communities and Local Government Publications
PO Box 236
Wetherby
West Yorkshire
LS23 7NB
Tel: 08701 226 236
Fax : 08701 226 237
Textphone : 020 7944 4400
Email: communities@captia.co.uk
Online via the Communities and Local Government website : www.communities.gov.uk

May 2008

Reference Number: 08 RSD 05263

ISBN: 978-1-8511-2945-4

Contents

List of tables and charts	4
Executive Summary	5
Joining the Fire and Rescue Service	5
Being a firefighter	6
Behaviours	7
Leaving the service	9
Gender issues	10
Discussion	11
Chapter 1: The Survey	16
Questionnaire design	16
Sampling	16
Surveying	17
Verbatim comments	18
Chapter 2: Joining the Service	19
Academic qualifications of firefighters	19
Job prior to joining the Fire and Rescue Service	20
Reasons for joining the Service	20
Staying in the Service	21
Fire and Rescue Service policies and procedures	22
Equality and diversity	24
Attracting staff from diverse backgrounds	25
How equality and diversity are understood	27
Skills needed to be a firefighter	31
Promotion	31
Working as a firefighter	35
Working relationships	38
Issues between firefighters and their managers	40
Chapter 3: Behaviours	43
Unacceptable behaviours in the workplace	44
Who is committing the behaviours?	53
The effect of the behaviours on individuals	55
Telling someone about the behaviours	56
Trying to get the behaviours to stop	59

Chapter 4: Leaving the Service	61
Thinking about leaving or transferring from the Service	61
What happened to those that left the Service	64
Exit interviews	65
Chapter 5: Gender Issues	66
Facilities for women firefighters	66
Work gear for women firefighters	68
Experience of pregnancy	69
Appendix 1: Respondent profile	71
Appendix 2: Survey of Serving Firefighters	73
Appendix 3: Survey of firefighters that have left the service	89
Bibliography	105

List of tables and charts

Table 1	Skills and attributes required to be a firefighter	31
Table 2	Importance of promotion when joined the Service and now	32
Table 3	Relationships with colleagues	38
Table 4	Behaviours saw or heard by respondents at work in the previous 12 months	44
Table 5	Behaviours experienced by respondents at work in the previous 12 months	46
Table 6	Persons committing any of the behaviours at work	54
Table 7	Effect of behaviours	56
Table 8	Reasons for not telling anyone	57
Table 9	How respondents tried to stop the behaviour	60
Table 10	Thinking about leaving job in the previous 12 months	62
Table 11	Reasons for wanting to leave or transfer	64
Table 12	Proportion of workplaces with facilities solely for women	67
Table 13	Proportion of women with work gear specifically designed for women	68
Chart 1	Proportion of men and women with receiving initial training on Fire and Rescue Service policies and procedures	22
Chart 2	Proportion of respondents with knowledge of the existence of their Fire and Rescue Service's policies and procedures	23
Chart 3	Proportion of respondents that have received training on Fire and Rescue Service policies and procedures	23
Chart 4	Who respondents speak to when thinking about leaving the Service	63

Executive Summary

In November 2006 the Department for Communities and Local Government commissioned an external research company (ICM Research) to undertake a survey of serving firefighters and those that had recently left the Fire and Rescue Service.

In order to undertake the project a strategy was devised that sampled all serving women firefighters in England and a random sample of serving men, as well as all women firefighters leaving the Service in the past three years and all men that left the Service in the past year.

A total of 8,901 questionnaires were sent out in June 2007 and 1,869 usable returns were received, which gives a response rate of 21 per cent and a profile of respondents that closely matched the actual profile of the current workforce in England.

Joining the Fire and Rescue Service

Academic qualifications of firefighters

More than one-half of the respondents (53%) possessed CSE/GCSE/GCE/O levels/NVQ 1-3 qualifications. However, women tended to have higher qualifications than men and those recruited in the preceding nine years were more likely to have higher qualifications than those with ten or more years' service.

Job prior to joining the Service

Almost nine out of ten respondents (87%) worked in another job before they joined the Fire and Rescue Service.

Reasons for joining the Service

Almost two-thirds (64%) of respondents joined the Service because they wanted to do a worthwhile job; more than one-half (56%) wanted a job that the community valued.

New recruits' links to existing staff in the Service

Almost three-fifths of respondents (58%) reported that when they joined the Service, either a family member (23%) or a friend (42%) was a member of the Service.¹

Staying in the Service

Almost two-thirds (65%) expected to stay in the Fire and Rescue Service (FRS) for their whole career when they first joined the Service, while a further 9 per cent expected to spend more than 20 years. Across the survey, men (66%) were more likely to expect to spend their entire career in the Service compared to women (50%).

¹ Respondents could select more than one answer category.

Equality and diversity

Just over one-quarter of respondents (28%) believed that attracting a diverse workforce to the Service was important, compared to 26 per cent that believed it was not important, with 46 per cent believing it was neither important nor unimportant. Women and those aged 18-34 years were more likely to believe that attracting a diverse workforce was important. However, 31 per cent of senior managers and 73 per cent of managers responding to the survey believed that attracting a diverse workforce was either unimportant or neither important or unimportant.

Being a firefighter

Skills needed to be a firefighter

Respondents across a range of demographic characteristics, such as gender and age typically agreed about the skills needed to be a firefighter. While sense of humour (79%), being emotionally strong (70%) and being brave (52%) were important, around nine out of ten respondents "strongly agreed" or "agreed" that the ability to work in a team (98%), good decision-making (94%), self discipline (94%), problem solving (91%), manual dexterity (90%) and physical strength (89%) were seen as more important skills or attributes.

Promotion

A greater proportion of respondents reported that promotion was more important to them now (40%) than it was when they originally joined the Service (27%).

Applying for promotions

Almost three-fifths of respondents (59%) had applied or considered applying for promotion, with higher proportions of day duty, flexible duty and day crew staff applying compared with shift duty and retained duty system staff. The data shows that when men and women applied for promotion, they were equally likely to be successful. However higher proportions of men (59%) had applied for promotion when compared to women (36%).

Of those that had not applied for promotion or assessment centres, almost three-fifths (59%) reported that the reason for this was that they were happy in the job they were currently employed to do. However almost one-quarter of respondents (24%) reported that the reason they had not applied for promotion was that they had no confidence in the promotion process.

Working as a firefighter

Seven in ten (70%) respondents were "happy" at work, with retained duty system staff, those with up to four years' service, those aged 18-34 years and those aged 55 years and over the happiest at work.

Almost two-thirds of respondents (64%) found the work of a firefighter "challenging".

However 14 per cent of respondents did not find their work “enjoyable”, with slightly higher proportions of those with 10 or more years’ service and 45-54 year olds reporting this. In contrast, men were more likely than women to not enjoy their work.

One in six respondents (15%) did not feel “valued” by their colleagues at work, with women more likely to state this than men.

More than one-quarter of serving respondents (26%) were thinking about leaving the Service. Among this group, disabled staff, senior managers, 45-54 year olds and flexible duty staff were most likely to be thinking about leaving.²

Working relationships

The majority of respondents enjoyed good working relationships with their peers. Four-fifths of respondents (80%) reported that the working relationship they had with others on their watch was either “very good” or “good”.

Two-thirds of respondents (66%) rated the working relationship with control staff as either “very good” or “good”, while just over two-fifths of respondents (44%) rated the working relationship with headquarters staff as either “very good” or “good”.

However, there were some issues regarding how line and senior managers were viewed by the staff they manage, with firefighters more likely to report that their relationships with these people are “poor” or “very poor”. Just under two-fifths of respondents (37%) rated the working relationship with their principal officers as “very good” or “good”.

Behaviours

The qualitative and quantitative data from the survey highlights unacceptable behaviours³ at all levels across the FRS, as well as a significant proportion of managers and senior operational staff that saw or heard or even experienced these behaviours.

Saw or heard behaviours

The data shows that respondents saw or heard the following behaviours between FRS staff at work at least once in the 12 months preceding the survey: verbal assaults (witnessed by 58%); bullying and harassment (51%); the use and distribution of pornography (39%); age discrimination (23%); gender discrimination (21%); discrimination on grounds of sexuality (14%); racial discrimination (13%); and physical assaults (11%). In all cases, women and other under-represented groups in the Service saw or heard these behaviours more often than their colleagues.

² This was asked as part of a general attitudinal question. Different more detailed questions on leaving and transferring were asked later in the questionnaire.

³ These include: unwelcome comments about appearance; gestures; physical contact; verbal assaults; bullying or harassment; pornographic or sexually explicit material; age, gender, religious, disability or racial discrimination; physical or sexual assaults; unwelcome attempts to establish a sexual relationship; better treatment in return for a sexual relationship.

The data also showed that these behaviours were happening frequently for a significant proportion of respondents, with around one-quarter of all respondents (23%) saw or heard any one of these behaviours “all the time” or “often”. Again, women, those with a disability and lesbian, gay and bisexual staff were most likely to see or hear these behaviours at work ‘all of the time’.

Directly experiencing behaviours

The data showed that more than one-fifth of respondents reported that they had been bullied or harassed (32%), received unwelcome comments about their appearance (28%) or were verbally abused at work (25%) in the previous 12 months.

More than one-half of respondents (53%) reported that they had directly *experienced* at least one of the unacceptable behaviours in the previous 12 months, with 16 per cent experiencing four or more of these behaviours. Again, women, those with a disability and lesbian, gay and bisexual staff were most likely to have experienced these behaviours at work.

The data showed that managers were seeing or hearing and experiencing these behaviours at the same levels as firefighters and respondents reported that a significant proportion of managers were committing these behaviours in the workplace. In more than one-half of cases (51%) the behaviours detailed were committed by either senior colleagues (38%) or line managers (29%).⁴

For women experiencing these behaviours, it was most likely to be firefighters on their watch that were committing the behaviours, while for men experiencing the behaviours it was most likely that managers and senior colleagues were the perpetrators.

For wholetime duty system staff, managers were typically committing the behaviours, while for retained duty system staff it was other firefighters at their station who were committing the behaviours. Finally, for managers and senior managers, it was their managers that were most likely to be committing the behaviours.

The effect of the behaviours on individuals

Of those that personally experienced the behaviours described earlier, more than one-third (36%) reported that the behaviour “did not bother them”, with men and women aged 45 years and over least affected by the behaviours. However, almost three-fifths (56%) of those that experienced these behaviours reported that the behaviours “affected” or “bothered” them. Again, those from minority backgrounds were most affected by these behaviours.

Typically, respondents reported that the behaviours they had experienced had affected their confidence at work (25%), their enjoyment of their work (29%) and their ability to do their job as well as before. Furthermore, almost one-fifth (19%) had not wanted to go to work as a result of the behaviours and more than one-quarter had thought about leaving the Service.

⁴ Respondents could select more than one answer category.

Reporting the behaviours

Three-quarters of respondents had not reported the behaviour to their line manager, while 83 per cent had not reported it to a senior manager. Of those that had not told anyone about the behaviours they were experiencing, almost one-half (48%) felt “it was not that important”, almost one-third (30%) believed they could handle the situation themselves while just under one-fifth (18%) did not think that anything would be done about it.

Of those reporting the issue to their line manager, only 33 per cent saw the situation handled either “well” or “very well”. In contrast, 45 per cent rated it as being handled either “poorly” or “very poorly”.

Of those that reported the behaviours, 15 per cent of respondents were bullied and harassed as a result of making a complaint, 9 per cent were ignored by colleagues at work and 9 per cent suffered a “backlash” at work.

Trying to get the behaviours to stop

Respondents that experienced the behaviours detailed earlier were asked if they had taken any action themselves to stop the behaviour. In total, almost three in ten (29%) had not done anything to stop the behaviour, while a further one-quarter (24%) ignored the behaviour.

Of those taking some action to stop the behaviour, almost two-fifths (38%) reported that the behaviour stopped. As a result of more women than men taking action to stop a behaviour, women were more likely to see the behaviour stop when compared with men.

Leaving the Service

Thinking about leaving or transferring from the Service

More than three in ten (31%) respondents reported that they had thought about transferring from their Fire and Rescue Service in the previous 12 months. In contrast, two-fifths (41%) reported that they had thought about leaving the Service. Across the survey, higher proportions of lesbian, gay, bisexual and minority ethnic staff has thought about transferring or leaving their Fire and Rescue Service.

Reasons for wanting to leave or transfer

Respondents gave a variety of reasons why they wanted to leave or transfer from their Fire and Rescue Service. Issues surrounding the management of the Service were strongly represented in the data and verbatim comments. Of those responding to the survey who had thought about leaving or transferring, almost two-thirds of serving respondents (65%) did not feel valued by their Service, more than one-half (51%) reported that the job was “not what it used to be”, and almost one-third (32%) were not satisfied with their job.

What happened to those that left the Service

On leaving the Service, two-thirds of respondents (67%) either went into other employment (48%) or self-employment (19%).

Of those that left the Service, only 30 per cent would like to come back and work for the Service in the future, 27 per cent would consider coming back to work if things were different, while 15 per cent were unlikely to do so and 12 per cent would never consider working for the Service again.

Exit interviews

Only 37 per cent of leavers responding to this survey received an exit interview when they left the Service, with senior managers most likely to receive the interview. The vast majority of those not receiving an interview (65%) reported that they did not know why they were not offered one. Those that received exit interviews reported that these were typically conducted by a senior officer (56%), line manager (23%) a HR manager (12%) or chief fire officer (7%).

Gender issues

Workplace facilities

The data collected in this survey showed that the proportion of women with access to separate workplace facilities was as follows: toilets (91%), showers (79%) and changing rooms (50%). Of the women responding to the survey, wholetime duty system respondents were more likely to have access to separate facilities at their workplace than retained duty system staff.

In contrast, the following proportion of women reported they had access to separate facilities when they last worked temporarily at another station: toilets (88%), showers (78%) and changing rooms (54%). Finally, when women last attended a Fire and Rescue Service training venue, the following proportions reported that they had access to separate facilities: toilets (90%), showers (84%) and changing rooms (71%).

Clothing

The data showed that only 45 per cent of respondents believed they had Personal Protective Equipment (PPE) that was specifically designed for women. In addition, only 15 per cent had boots and 14 per cent had gloves that they believed were specifically designed for women.

Experience of pregnancy

Of the 418 women responding to the survey, 91 (22%) reported that they had been pregnant while being an operational firefighter. Only three-fifths of these women (64%) thought that their manager followed the correct procedure when they told them they were pregnant. In addition only 63 per cent had a risk assessment carried out on their duties. Almost three in 10 reported they were put under pressure to take a non-operational job in the Service (29%) and 13 per cent reported that managers were "unsupportive".

Discussion

A complex picture of the Fire and Rescue Service in England has emerged from this detailed analysis. No doubt there will be those who believe that the findings in this report are not applicable to the views held by their staff or colleagues nor reflect the situation in their own organisation. However, the sampling strategy applied to this study was robust and the degree to which the data is consistent across the many independent variables (such as geographic areas, gender, rank/role of respondents, length of service) suggests that the issues raised by this report and its findings have implications for the whole Fire and Rescue Service.

Given that this was a postal survey and that there were difficulties in distributing the questionnaires the survey attracted a high response rate, which may in itself be a reflection of the need felt by many respondents to take this opportunity to relate their experiences – both good and bad – of life in the Fire and Rescue Service. Responses came from firefighters representing every Fire and Rescue Service in England, plus a significant number who had left the Service in the last few years. The survey's findings reflect the opinions of a broad range of individuals and are not strictly limited to the views of any particular group or groups.

The quantitative data set out in this report, supported and illustrated by a number of verbatim comments, suggests that the Service is, for many people, still some way from being an inclusive workplace. Although the majority of respondents are clearly happy at work and enjoy their job, many evidently are not.

While on the one hand Fire and Rescue Services are seeking to recruit people from a wider range of diverse backgrounds, the data shows that significant proportions of firefighters and managers at all levels of the organisation appear unconvinced that diversity is important to the Service as an employer and service provider. The relatively low importance attached to equality and diversity by a number of the respondents may simply be a reflection of an opinion within the organisation that there are a number of other, more important, issues associated with being a member of the Fire and Rescue Service or with the way in which the Service conducts its business. It may also reflect a misconception of two different, but connected, issues – diversity and equality – and how these are being promulgated to the workforce. There is certainly evidence to indicate that, for some, issues of diversity and equality have little relevance. Consequently, many of the issues identified nearly a decade ago (in the *Thematic Review on Equality and Fairness in the Fire Service* published by the Home Office in 1999) are just as pertinent today.

The qualitative data suggests that the way in which diversity and equality policies, procedures and practices are delivered within the organisation may in itself be having a negative effect on attitudes and may limit understanding or appreciation of the real issues involved. If, for example, diversity training is delivered along the lines of “do” and “don’t” it may perhaps account for the negative and quite narrow view of equality and diversity held by a number of people in the Service. There is undoubtedly a perception that equality and diversity are being “done” to the workforce; that the positive effects and benefits of

equality and diversity are limited; and that these are exclusive issues relevant to “minority groups” which do not apply to, or have relevance for, everyone in the organisation or those looking to join it. Some respondents clearly believe that positive discrimination exists in the Service and that certain groups receive special treatment: for example, that recruitment standards have been lowered in order to make progress against the employment targets to improve the representation of ethnic minorities and women.

Overall, it appears that the reluctance of a number of respondents to view diversity as core to Service business and its functions, both as employer and service deliverer, may be based on a variety of reasons, often more complicated than the statistics suggest. For example, although there are those who believe that women should not be employed on operational duty, the verbatim comments suggest that this is a gross simplification of a range of interlinking issues.

While the race and gender diversity targets, set in 1999 and 2000 respectively, were designed to support the Service’s objective to create a workforce that better reflects the diversity of the communities it serves, it may be an unintended consequence that the actions by some Fire and Rescue Services in attempting to meet the targets have accentuated the differences between currently under-represented groups and the majority workforce. Not only do the verbatim comments suggest that this is causing resentment among the white/male majority, but it is also making it difficult for people from currently under-represented groups who are either already in the Service or are joining it.

Joining the Service

People join the Fire and Rescue Service for a variety of reasons, but for the majority the principal attractions are that firefighting is seen as a worthwhile profession which is held in high regard by the community. Just over one-quarter of respondents cited “a job with career prospects” as a factor which determined their choice, while for about a quarter it was the “image” of the firefighter that appealed – although within the parameters of this research it was not possible to examine what that image was perceived to be.

Most people joined the Service from other employment. Few came into the Service straight from school or university. Curiously, while many respondents had family or friends already in the Service, the majority said they knew little or nothing about the organisation before joining. Clearly, the “family and friends” informal recruitment channel continues to provide a significant source of applicants.

The data suggests that the experiences of individuals during initial training, in terms of focus on particular policies and procedures, tends to differ according to gender. For example, significantly more women than men received training on issues such as bullying and harassment. A significant proportion of recruits joining the Service in the last few years, whether male or female, appear to have received no diversity training in the initial period. Subsequent to the initial firefighter training, far more men evidently received training on issues of diversity, bullying and harassment policies and procedures.

Being a firefighter

Generally respondents say they enjoy the job, find it challenging and rewarding and have good working relationships with colleagues. Nonetheless, many report that they do not feel valued by the Service. And a significant proportion have considered leaving in the preceding twelve months. The data also shows that women are more likely than men to be “happy” at work, despite findings presented elsewhere in the report that women are more likely to have seen or heard and experienced a wide range of unacceptable behaviours in the workplace. Men and women are in broad agreement about the skills and attributes required to be a firefighter (team working, decision making, self discipline and problem solving are considered to be the most important).

For many, expectations about the promotion prospects offered by a career in the Fire and Rescue Service significantly increased once they joined. The data from the survey reveals that when men and women apply for promotion they are equally likely to be successful. However, the data also shows that proportionately far more men than women apply for promotion.

It should be of concern that nearly a quarter of all respondents say they have been deterred from applying for promotion because they have no confidence in the promotion process. Their supporting comments reveal a belief that the process lacks transparency, or that it offers more favourable treatment to individuals or groups, or that a glass ceiling still exists.

The majority of respondents report that they have good working relationships with their peers (which is somewhat at odds with the findings elsewhere in this report on unacceptable behaviours in the workplace). However, while firefighters generally rate the working relationship with their immediate or intermediate managers as good to very good, the relationship with principal officers is, for many, regarded as much poorer.

Behaviours

The findings indicate that the Fire and Rescue Service is still some way from becoming an inclusive organisation which welcomes under-represented groups and has a culture that readily accepts difference. Although the Service seeks to mainstream nationally agreed Core Values, which clearly set out organisational expectations about the attitudes and behaviours of all staff, a number of unacceptable workplace behaviours are, according to the data presented by this report, nonetheless in evidence.

The quantitative and qualitative data demonstrates that the behaviours described in this report are typical of the experience of many firefighters at work. As a public sector organisation the Fire and Rescue Service has a duty to promote equality, diversity and fairness and deal with discrimination, bullying and harassment in the workplace.

Of those respondents who had personally experienced one or more unacceptable behaviours, a significant proportion said they were not bothered by it. It may be that such acceptance is rooted in the sense of workplace “*camaraderie*” or “*banter*”. However,

the analysis shows that for a high proportion of respondents who experienced these behaviours there was a negative impact, affecting their confidence and their ability to do the work.

The evidence from this research indicates that unacceptable behaviours are being seen and heard, and even directly experienced, by managers, at the same level as that of firefighters. Those managers who witness unacceptable behaviours and fail to deal with them, or are responsible for committing them, are likely to be seen as legitimising the existence of such activity in the workplace in the eyes of co-workers.

A significant number of respondents who had experienced unacceptable behaviours reported that they were likely to ignore it or do nothing to stop it. The research suggests that where individuals have tackled the problem at source it is more likely to stop the behaviour than it is by attempting to ignore it. But the fact that in a number of cases individuals on the receiving end are prepared to act should not absolve managers of the responsibility to take effective remedial action.

The prevalence of unacceptable behaviours identified by this research requires a positive response from the Service. All employees need to have confidence that procedures are in place which will treat complaints seriously and resolve them fairly. Employers need to consider the steps they would wish to take against those committing such behaviours or failing to fulfil their responsibilities. Where appropriate, the system should enable complaints to be processed without the direct involvement of line management (if, for example, those individuals are the alleged perpetrators or it is believed they will not act to deal appropriately with issues brought to their attention). One method might be for Fire and Rescue Services to use the existing HR structures in local authorities to provide a system for handling complaints about workplace issues.

Leaving the Service

Those that leave the Service because of negative experiences often take with them significant levels of professional skills and expertise. In view of the resources and time involved in recruiting and training replacements, it makes sound business sense for Fire and Rescue Services to have effective mechanisms and interventions in place to identify and tackle issues linked to negative culture and behaviours. Unfortunately, however, the research findings suggest that the overwhelming response when someone is looking to leave is that no action is taken by the employer.

Given the reasons cited in this research why a number of firefighters leave the Service it is important that exit and post-exit interviews be conducted, preferably by an organisation or individual independent of the Fire and Rescue Service, and that the information collected from such interviews is analysed and, where appropriate, acted on.

There is long-standing nationally agreed guidance (in *Toward Diversity II – Commitment to Cultural Change* published by Department for Transport, Local Government and the Regions 2001) that all Fire and Rescue Services should undertake exit and post-exit follow-up interviews with people who have left the Service voluntarily. The relatively small number of staff leaving each year (an average of 7 per cent of all staff over the past five years) should not make this a resource intensive exercise. In line with the guidance such interviews should not be undertaken by managers or senior officers in the Service.

Gender issues

The *Thematic Review on Equality and Fairness in the Fire Service* recommended the provision of dedicated dignity facilities, such as toilets, showers and changing rooms for men and women on fire stations. Government funding, released to the Fire and Rescue Service in 2001 specifically to progress local equality and diversity programmes, allocated the greatest proportion to the provision of such facilities. Yet the data collected by this research indicates that a number of women still do not have access to separate facilities at work and again highlights the need to address the issue of clothing and Personal Protective Equipment appropriate to physiology. Even in fire stations where women are posted, a number report that separate facilities still do not exist. In addition, when women are required to work at other stations, or undertake training, or work as retained duty system firefighters, these facilities are often lacking. There is also evidence indicating that not all Fire and Rescue Services are following appropriate procedures and carrying out risk assessments for pregnant firefighters.

Chapter 1

The survey

The focus of the research project was to investigate the workplace experiences of serving firefighters and of those that had recently left the Service. The project also sought to test anecdotal evidence provided to Communities and Local Government and others about workplace experiences, as well as evidence collected from a small number of focus groups and depth interviews, and from the literature review conducted by ICM.

A quantitative questionnaire was designed to capture information from respondents based on expectations and experience prior to joining the Service, motivations for joining, their day-to-day experiences at work and, in the case of leavers, their reasons for leaving the Service.

The data collected from the survey was designed to provide a baseline of data for Communities and Local Government and the Fire and Rescue Service. It provides information which can be used to review the effectiveness of existing policies, procedures and practices in the workplace.

Questionnaire design

Two questionnaires were developed for the survey – one for serving firefighters and one for leavers. The design of the questionnaire was informed by existing literature as well as the research detailed later in the bibliography. Assistance was also provided by the research project's stakeholder steering group and the Equal Opportunities Commission. Copies of the questionnaires used can be found in the appendix.

Sampling

There are 46 Fire and Rescue Services in England employing 45,016 firefighters (1,384 women and 43,632 men) comprising 30,804 wholetime and 14,212 retained duty system firefighters (as at 31 March 2007).

The following groups were included in the survey:

- All women firefighters in the Service
- A random sample of one in every eight male firefighters (using a random-start, fixed-interval process)

- All male firefighters that left the Service in the past year; and
- All women firefighters that left the Service in past three years.

In order to undertake the survey, it was important that firefighters received questionnaires at their home address, so that the research team was confident that the survey was not affected by respondents having to complete their questionnaire in the workplace.

Surveying

Across England, each Fire and Rescue Service collects and maintains workforce information and data (such as gender, ethnicity, length of service, role, address details etc) in a range of different structures and formats. As a result, there is not a centralised database of contact details for all firefighters.

Where Fire and Rescue Services provided the mailing addresses of their firefighters, questionnaires were sent directly to these participants. Where Services were unable to forward the postal addresses of their firefighters, sampling of anonymised records was undertaken and a list of those to receive a questionnaire was sent back to the Fire and Rescue Service. In a small number of cases sampling guidance was provided so Services could randomly select respondents themselves for the survey.

Some factors such as the 2007 postal strikes and flooding are likely to have adversely affected the survey's response rate. However, of the 8,901⁵ questionnaires dispatched in June 2007 1,869 usable returns were received, giving an overall response rate of at least 21 per cent. For serving firefighters, the response rate was 24 per cent and for leavers the response rate was 15 per cent.

An analysis of the actual characteristics of the population of firefighters across all regions against the questionnaires returned for this study showed that with the exception of women firefighters (who were over-sampled for this study) the characteristics of those responding to the survey and the actual entire population characteristics were remarkably similar.

Despite the characteristics of respondents closely matching the profile of the workforce, the data was post-weighted to take into account the over-sampling of women, as well as the actual distribution of firefighters across England, and took into account the following characteristics, based on Communities and Local Government workforce data:

- Wholetime and retained duty system firefighters by gender and region
- Firefighters' ethnic background by region
- Firefighter role by region; and

⁵ This includes those sent directly to firefighters by ICM and those issued to FRS to distribute themselves

- Firefighters' age and length of service across the whole of England.

The relatively minor changes to the dataset as a result of the post-weighting exercise suggests the data is not overly affected by non-response bias. The data collected from this research is a reliable picture of England's Fire and Rescue Service and is an accurate reflection of the workplace experiences of its firefighters.

The demographic and other characteristics of the achieved sample, as well as details of the job title records can be found in Appendix 1.

A set of data tables to accompany this report is available from the ICM website.

Verbatim comments

This report uses a number of verbatim comments that respondents wrote on their questionnaire returns. The questionnaire did not invite comments in each section of the questionnaire. Rather, at the end of the questionnaire, respondents were asked the following question:

“If you have any additional information you would like to provide about your experience of working in the fire service, please give it here.”

Despite being given a very broad parameter in which to give comments in their own words, the survey presented a number of common, unsolicited themes that corroborated and helped further explain the quantitative data collected throughout the questionnaire.

The verbatim comments used in this report were selected to contextualise the quantitative data collected. Many respondents took the opportunity to make comments that were pertinent to them and their experience of working in the Service. Where verbatim comments have been used, they represent *typical* responses. Finally, the comments have been anonymised but, where available, some information about the individual making the comment, such as their gender and age, has been included.

Chapter 2

Joining the Service

The following section contains information on issues including respondents' academic qualifications and previous work experience before joining the Service, their motivations for joining the Service, their prior knowledge of the Service and their initial training.

The data showed that respondents joined the Service from a wide range of social backgrounds, with women and newer recruits joining from higher social classes.

A high proportion of respondents had a family member or friend in the Fire and Rescue Service. Despite this, however, respondents tended to report that their knowledge of the Service prior to joining was limited.

Respondents joined the Service for a range of different reasons, but most commonly because they wanted a worthwhile job, a job the community valued and or a challenging job. The data also showed that the majority of firefighters expected on joining to spend their whole career in the Service.

Finally, respondents indicated the extent to which they had received information on policies and procedures during their initial training, as well as any training they had on those policies since they joined the Service. However, despite the vast majority having received training on diversity, only a small proportion believed that it was important for the Service to attract a diverse workforce.

Academic qualifications of firefighters

More than one-half of the respondents (53%) possessed CSE/GCSE/GCE/O levels/NVQ 1-3 qualifications. One-quarter (26%) of respondents had A levels/NVQ 4 and 12 per cent were educated to degree level, while almost 5 per cent had no formal qualifications at all.

Women were more likely to have had higher qualifications than men, with around one-quarter of women holding a degree (25%) or A' levels (30%) compared to men, where 12 per cent had a degree and 26 per cent had A' levels. This same trend was apparent with newer recruits to the Service, where those with up to nine years' service were more likely to hold a degree (17%) or A' levels (30%).

Job prior to joining the Fire and Rescue Service

Almost nine out of ten respondents (87%) were working in another job before they joined the Fire and Rescue Service, while a smaller proportion joined straight from university (5%) or school (3%). Finally, 2 per cent were unemployed, 2 per cent joined the Service after a career break and 1 per cent refused to give this information.

The high proportion of people joining the Service from another job highlights the relatively long application and selection process, which can take in excess of six months in some Fire and Rescue Services. Those who worked prior to joining the Service came from a wide variety of backgrounds – with no common professions emerging. However, one-quarter of respondents (24%) came from C2 social class backgrounds (skilled manual occupations), while one in six (17%) came from C1 (skilled non-manual occupations) and one in ten (11%) from social classes DE (partly-skilled and unskilled occupations).

Women, however, tended to come from higher social class backgrounds than males, with one-half of women (22%) from social classes AB (professional, technical and managerial occupations) and C1 (29%), compared with three in ten males from classes AB (15%) and C1 (17%). Again, newer recruits were more likely to come from higher social classes than those with longer service levels. While 23 per cent of those with up to four years' service were in social classes AB, only 13 per cent of those with 10 or more years' service coming from AB social classes.

Reasons for joining the Service

Almost two-thirds (64%) of respondents reported the reason they joined the Service was that they wanted to do a worthwhile job, while almost one-half (56%) reported wanting a job that the community valued. In contrast, slightly smaller proportions wanted a more challenging job (49%), wanted to be part of a team (49%) or wanted a physical job (45%). One-third of respondents (33%) wanted a career change, while around three in ten always wanted to be a firefighter (30%), wanted a job with promotion prospects (27%), or were recommended by a friend in the Service (24%). Finally, just over one-fifth wanted a job with training (23%) or liked the image of a firefighter (25%).

The data showed signs of some differences in motivations to join based on the gender and age of respondents. Although men and women gave similar motivations, women were more likely than men to join because they wanted a more challenging job (70%), wanted a physical job (68%), wanted to be a part of a team (61%), or because they wanted to work a shift system (17%).

Younger firefighters, both women and men, were more likely to join because they wanted a worthwhile job (71%), wanted a physical job (61%), wanted a more challenging job (61%), wanted a job the community valued (60%), wanted to be part of a team (59%), or because they had always wanted to be a firefighter (50%).

New recruits' links to existing staff in the Fire and Rescue Service

Almost three-fifths (58%) reported that when they joined either a family member or friend was in the Service. The data showed that almost one-quarter of all respondents (23%) had a relative who was a member of the Service and more than two-fifths (42%) had a friend in the Service. More than three-fifths of those with up to four years' service (62%) and between five and nine years' service (66%) had a family member or friend in the Service before they joined.

Data provided by Communities and Local Government showed that Fire and Rescue Services were only attracting small numbers of applications from women and ethnic minorities. In 2005-6, only 1,489 women and 2,539 people from minority ethnic backgrounds were among the 19,387 applicants to join the Service. In 2005-6, women accounted for almost 8 per cent of applications to the Service, while those from minority ethnic backgrounds accounted for just over 13 per cent of all applicants. Of these, 10 per cent of women and 4 per cent of those from minority ethnic backgrounds were successful in their application to join the Service. This compared to 12 per cent of successful white applicants in 2005-6.

13.5 per cent of all Fire and Rescue Service employees (operational, fire control, administrative) in England are women, while 3.2 per cent are from minority ethnic backgrounds. Women make up 3.1 per cent of firefighters, while people from minority ethnic backgrounds account for 2.6 per cent of firefighters (at 31 March 2007).

Knowledge of the Service

Although the data presented previously showed that a high proportion of respondents had friends or family already in the Service who should be able to give a good reflection of the Service and what the job entails, only one-fifth of respondents (23%) reported knowing "a lot" about the Service as an organisation to work for before they joined. Senior managers (29%) and firefighters aged 18-34 years (26%) were most likely to know about the Service before they joined. In contrast, almost one-half (49%) knew either "nothing" or "very little", with women (57%) more likely to know "little" or "nothing" about the Service when they joined compared to men (48%).

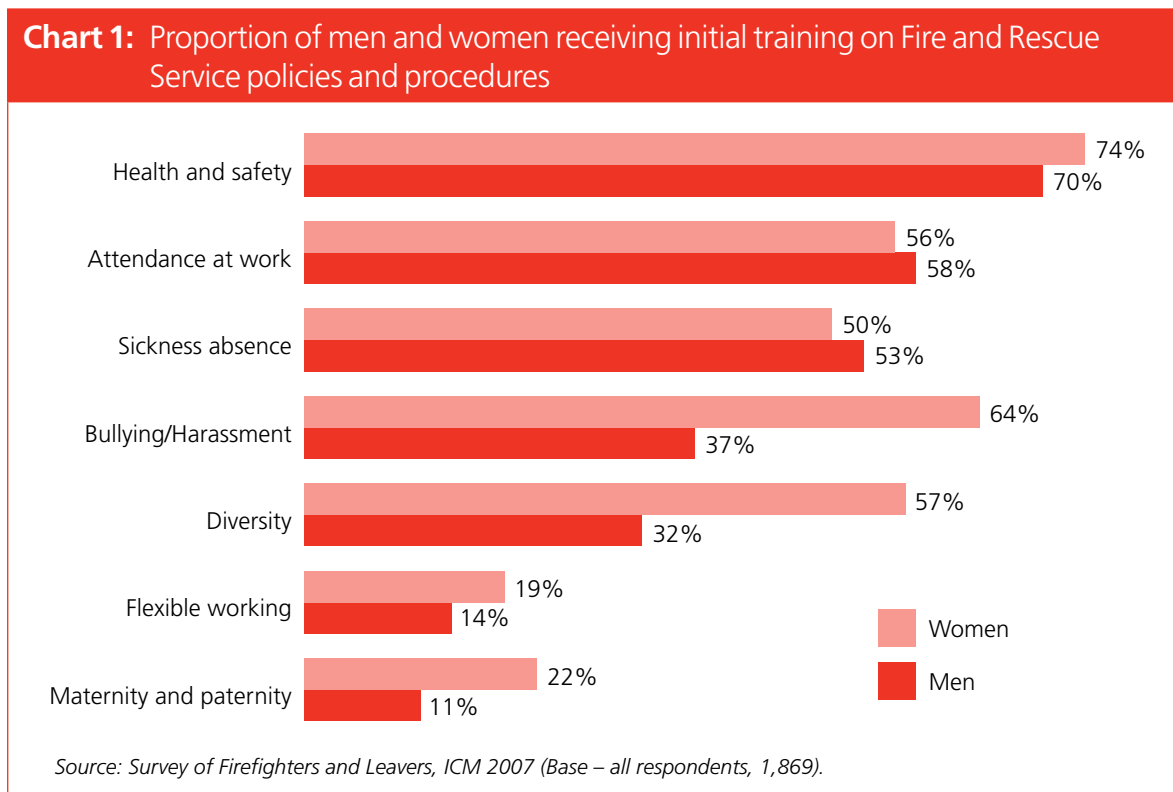
Staying in the Service

The majority of respondents expected to stay in the Service for their whole career when they first joined, with almost two-thirds of respondents (65%) expecting to stay for their entire career. A further 9 per cent expected to spend more than 20 years, while smaller proportions expected to stay in the Service for between five and 10 years (3%) or 11-20 years (7%). A further 14 per cent did not know how long they intended to stay in the Service when they first joined.

Men (66%) were more likely to expect to spend their entire career in the Service compared to women (50%). Women, in contrast, were more likely to expect to spend between five to 10 years or 11-20 years with the Service (5 and 13 per cent respectively) compared with men (3 and 6 per cent respectively).

Fire and Rescue Service policies and procedures

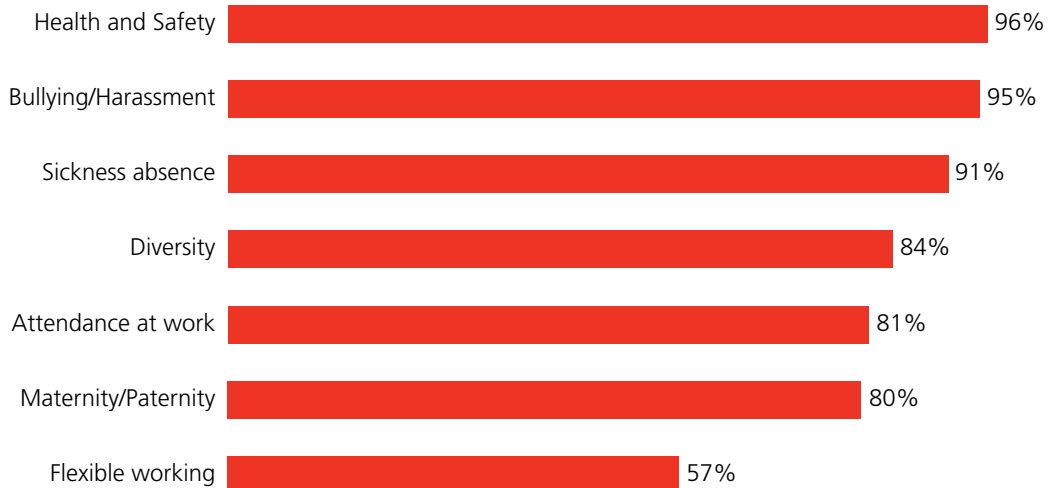
Respondents were asked if they had received information on a range of policies and procedures (eg health and safety, sickness absence, bullying and harassment) during their initial training to become a firefighter. Across the survey, women were more likely to receive training on bullying, diversity, flexible working and maternity and paternity leave during their initial training than their male counterparts. This information is shown in Chart 1.



Data from the survey showed that differences between men and women were in large part due to length of service and how initial training had changed, with higher proportions of newer recruits – typically those with up to four years’ service – most likely to receive training in the above areas when they first started working in the Service. The majority of women in the Service had joined in the previous 10 years and this helps to explain why they were more likely to have received training in the above-named areas. However, around one-fifth (20%) of recruits that joined in the past four years reported that they had not received training on diversity and bullying and harassment (16%) when they first joined the Service.

Respondents were also asked to state if they knew whether their Service had written policies on a range of workplace policies and practices. Of those responding to the survey, high proportions of firefighters knew the policies existed. This is shown in Chart 2.

Chart 2: Proportion of respondents with knowledge of the existence of their Fire and Rescue Service's policies and procedures

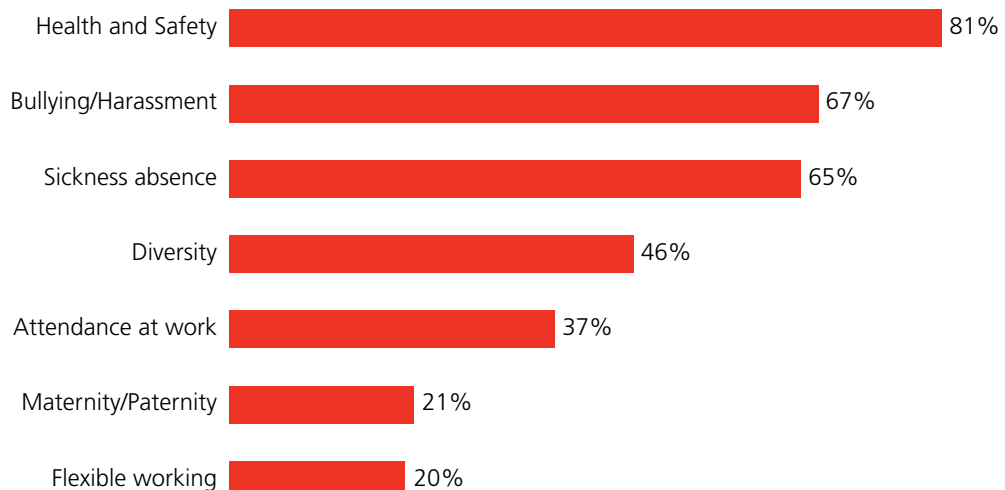


Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869).

Subsequent training on policies and procedures

Finally, firefighters were asked a series of questions about the training received since their initial service training on the same policies and procedures as were asked previously. Chart 3 shows the proportions of firefighters that had received this training.

Chart 3: Proportion of respondents that have received training on policies and procedures



Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869).

Health and safety training was the area that most firefighters had received training in, both as part of their initial training and subsequently. It was also the area in which they were most likely to know about their own Service's policies and procedures.

Equality and diversity

Respondents were asked the extent to which they believed attracting a diverse workforce was important to the Service. The *Thematic Review on Equality and Fairness in the Fire Service* (Home Office 1999) highlighted the need for the Service to tackle these issues, specifically at managerial level.

“The conclusions [of the report] point to a need to review a range of leadership and cultural issues in addition to taking specific steps in a wide range of areas, to improve the practices attaching to equality and fairness. They also point to significant training needs towards improving the understanding of the need for diversity and encouraging support for this.”

Equality and Fairness in the Fire Service, A Thematic Review,
HM Fire Service Inspectorate, page 7,
September 1999

Of those responding to the survey, just over one-quarter of firefighters (28%) believed that attracting a diverse workforce to the Service was important compared to 26 per cent that believed it was not important and 46 per cent believing it was neither important nor unimportant. Women (49%) were almost twice as likely as men (27%) to believe that attracting a diverse workforce was important, while a slightly higher proportion (31%) of 18-34 year olds considered diversity to be important.

The Thematic Review recommended that “...the entire leadership of the Fire Service takes positive steps to *display* commitment to equality and fairness”.⁶ Data collected in this survey showed that while two-thirds of senior managers (69%) believed diversity was important, just over three in ten senior managers (31%) believed it was unimportant or neither important nor unimportant. Furthermore, just over one-quarter of managers (27%) believed that diversity was important – while almost three-quarters of the Service's managers (73%) did not believe that diversity was important (48 per cent report that it was neither unimportant nor important, while 25 per cent believe it was not important).

⁶ *Equality and Fairness in the Fire Service, A Thematic Review* by HM Fire Service Inspectorate, page 58, September 1999.

The following unsolicited verbatim comments highlight some respondents' experiences of the Service.

"I love my job but the people (and I mean from the top down) have made it extremely difficult over the years. Diversity within the Service is a joke! Senior managers play lip service to it! The isolation and behaviour towards me has affected my family life and my complete lack of faith in people."

Woman aged 35 years

"Whilst going through the application process for crew manager, (I) was asked a question during the interview that could only be answered if I was male. When I asked if they wanted me to pretend to be male, they "ummed" and "ahhed" about whether I should pretend to be male. Did they think that no females would make it through to the interview stage?"

Woman aged 31 years

"I had to leave a job I loved. I wasn't welcome, I was as fit if not fitter than my colleagues, I had a good attendance and worked hard – I believe [my] FRS has an element of managers who do not want women in the Service. The experience has left me very disillusioned and quite ill."

Gender and age withheld

"It has been the hardest job I have ever had. The people that work for the fire service don't want to change, which makes your life difficult. People don't want women to get promotion. As a female you are better off being involved with a male firefighter – you tend to get less hassle. Things are improving slowly, but it doesn't paint a good picture for other women wanting to join."

Woman aged 31 years

"The fire service is still culturally antiquated! They talk the talk about diversity but do not walk the walk...I have been a female firefighter for over 22 years and daily I am reminded that I am not a valued employee, but an unwelcome guest."

Woman aged 46 years

Attracting staff from diverse backgrounds

Respondents were also asked to rate how good or poor their Service was at attracting staff from diverse backgrounds. More than two-fifths of all firefighters (46%) reported that their Service was either "good" or "very good" at attracting a diverse workforce. Younger staff – those aged 18-34 years (56%) – were most likely to rate their Service as "good" or "very good" at attracting a diverse workforce. In contrast, 16 per cent of respondents rated their Service as "poor" or "very poor" at attracting workers from diverse backgrounds, with those aged 55 years and over (23%), women (21%), senior managers (28%) most likely to rate their Service as "poor" at attracting a diverse workforce. This data is supplemented by verbatim comments collected at the end of the survey.

“Overall I have greatly enjoyed my time with the FRS so far and I think the government is making great progress in modernising in terms of recruitment and treatment of employees, attitude to risk, and equipment. However, there is no doubt that there is still more progress to be achieved. [The FRS] remains intimidating and unapproachable for minorities and women in general.”

Gender and age withheld

“Recruitment campaigns such as Networking Women I think is unnecessary. If women want to do the job, then they will join regardless, the same as ethnic minorities.”

Man aged 32 years

“People from all walks of life can apply to join. The fact is that most Asians see US as lower class so why would they join.”

Gender unknown; aged 52 years

“I love my job but the people (and I mean from the top down) have made it extremely difficult over the years. Diversity within the Service is a joke! Senior managers play lip service to it! The isolation and behaviour towards me has affected my family life and my complete lack of faith in people.”

Woman aged 35 years

“Whilst going through the application process for crew manager, (I) was asked a question during the interview that could only be answered if I was male. When I asked if they wanted me to pretend to be male, they “ummed” and “ahhed” about whether I should pretend to be male. Did they think that no females would make it through to the interview stage?”

Woman aged 31 years

“I had to leave a job I loved. I wasn’t welcome, I was as fit if not fitter than my colleagues, I had a good attendance and worked hard – I believe [my] FRS has an element of managers who do not want women in the Service. The experience has left me very disillusioned and quite ill.”

Gender and age withheld

How equality and diversity are understood

The quantitative data and verbatim comments from the survey suggested that diversity and equality were misunderstood by some members of the Service.

In general, the qualitative data suggested that the way in which diversity and equalities policy and practice are delivered in the Service may be affecting attitudes. In particular, it appeared that equality and diversity were being “done” to firefighters in an exclusive, and not inclusive, way. For example, some firefighters believed that women and minority ethnic firefighters were receiving “special treatment”, that there was positive discrimination in the Service and that standards of entry had been lowered to enable Fire and Rescue Services to hit diversity targets.

“I feel that the government are pushing for a diverse fire service, but have dropped the strength and fitness levels to achieve this and are now employing firefighters to hit government targets instead of the best people for the job.”

Man; age withheld

“It should not matter what colour, race, age, height, gender etc someone joining the FRS is – as long as they can all reach the same standards/requirements. I disagree with making it easier for certain people to join – eg women [and] ethnic minorities, as this is positive discrimination.”

Man aged 31 years

“Although people from diverse backgrounds should be encouraged to join the fire service they should still have to meet the same standards of entry. Talking recently to some female trainees, I discovered they did not have to pass the physical tests, only men had to do that. Surely this practice could be put both members of the Service and the public at risk.”

Man aged 54 years

“I don’t feel it is right in our service to have specific awareness days depending on people’s Gender and Race. It seems to me that by doing these Female and ethnic days – although they may draft the best from these groups, they are not necessarily better than the best to average White males. Everybody should go on these days together and the best selected regardless of Gender or Ethnicity.”

Man aged 27 years

“I get extremely frustrated that a profession I’m extremely proud to be a part of is being undermined by the need to be seen to be hitting targets, often with blatant fabrications. Without doubt, modernisation is generally positive, but we need to stop allowing these non-operational staff, who are ineffective, to blame anything negative on the uniformed service. I’ve experienced the benefit of a diverse workforce first hand, but please don’t undermine the efforts of excellent female/BME personnel by lowering standards of entry too far.”

Man aged 37 years

“People should be recruited on their merits not on their sexuality or ethnicity. The best man for the job – black, white or from Mars.”

Gender and age withheld

“I have not witnessed any discrimination of any sort, although I do feel that it is unfair the lengths that the brigade is forced to go to in order to recruit people from ethnic backgrounds, females etc. I do not have a problem working with anyone, regardless of background. We should be recruiting the best candidates not the ones that best match recruitment targets.”

Gender and age withheld

“In the drive to modernise, women and non-white members receive better treatment than white males. In order to recruit and retain them...they are posted closer to their homes [and are] given anything they ask for, as against being told to wait if you are white and male. In order to recruit women, their strength and size are overlooked making them unable to do heavy work on the fireground.”

Man aged 50 years

“I still maintain that the <name of> fire brigade is a great job and career opportunity. The service should stop trying to change it and try to employ the best people qualified for the job – not minority groups.”

Man aged 38 years

“I feel that because the Brigade is pushing to get women into the Fire Service (sometimes even if they are not capable) I have to prove myself more in the workplace. Due to the fact that it is thought on station level that women are just being let in so “targets” can be met.”

Woman aged 19 years

There were also examples of respondents believing that their Fire and Rescue Service was positively discriminating in favour of under-represented groups and minorities.

“From a female firefighter’s point of view, I can see and understand why white male firefighter’s feel discriminated [against] as they look at the courses held for females and race for recruitment. I know this is positive discrimination. This sometimes has an impact on females coming into the job, because they see this as ‘what women want, women get’. This can cause resentment amongst firefighters. Therefore I think there should be something in place for white male firefighters as everyone would be treated equally.”

Woman; age withheld

“Although it is important to have a diverse workforce to best reflect the community, care must be taken not to take equality and diversity too far. In my brigade, it is a well-known fact that (even if our E&D department deny it) if you are from a minority group or female then you are looked upon more favourably. This ranges from having application forms given to you (after your details are taken following awareness evenings for a specific group) to people being rushed through the recruitment process.”

Gender withheld; aged 23 years

“I am frustrated at positive discrimination and the way women are highlighted. The most suitable [applicant] should be chosen for the job and not [selected] to meet Brigade quotas. I am...keen to progress into wholetime [role from RDS] and would like to do this on my merits and not because I am a female.”

Woman aged 28 years

“After 17 years in the fire service, I feel it sad to say this it is disappointing to see positive discrimination in favour of minorities. It is sad when you see it as plain as the nose on your face and management deny it.”

Gender withheld; aged 45 years

In other cases, firefighters believed that support groups for women, minority ethnic and gay, lesbian and bisexual staff, as well as the overall treatment in regards to recruitment was accentuating the differences between firefighters and causing greater resentment.

“I feel that there are a lot of small resentments towards females and ethnics by the white males because of the way we are recruited. While males don’t get the opportunity to attend positive action days and you hear of times when an excellent male firefighter will fail in promotion against a female with less experience. Also, some white males that have been in the job for 20 years-plus may never have worked with a female and the fire service does not support their needs to adjust. All these small resentments make for a poor working relationship between males and females/ ethnics.”

Gender withheld; aged 39 years

“I used to love coming to work [but] now it stinks. We are all equal, all the same etc so why do we have BEAMM [black and ethnic minority members’ group]. This causes a split between them and us.”

Gender withheld; aged 40 years

“How can it be fair when blacks and ethnics can have their own group ie BEAMM.”

Gender and age withheld

“Whilst I understand and have no problem working with women and minorities, I feel the positive discrimination is unfair. For example, women-only open and recruitment days sends out a message they are getting special treatment. We have minorities and women firefighter magazines and I don't feel it is healthy to divide the workforce like this. Equality should mean everyone treated the same.”

Gender and age withheld

“Even though I am of mixed race, I feel the Service makes a bigger issue on who and why ethnics and females should be joining which makes people in our position very uncomfortable. I liked to think I joined on my ability, not targeted for my colour. This will cause problems if it persists because it is thought we get an easy ride and we are bullet-proof. We should just recruit the best students for the job, no matter colour or sex etc.”

Gender withheld; aged 37 years

“Start treating everyone equal then you won't have a problem. Treat ethnic minorities, gay, women different then you will always have problems.”

Gender and age withheld

“I...have a very strong opinion of the strengths and fitness of the females that are now coming into the Service. I feel the fitness tests are far too easy for a physically demanding job. This also cause ill-feeling not only among male fire fighters but also the capable female firefighters. Any respect the females have gained is quickly being destroyed and...I am tarred with the same brush.”

Woman; age withheld

“Too much emphasis placed on minority groups, ethnic, female etc. This means that the majority feel at a disadvantage or excluded for some areas. This particularly applies to promotion and recruitment. This survey is another example of weighting towards minority groups.”

Man aged 52 years who has since left the Service

Being a firefighter

This section covers information on respondents' day-to-day experiences of being a firefighter, the skills needed to be a firefighter, firefighters' experiences of promotion and their working relationships with colleagues.

The data showed that men and women in the Service were in broad agreement as to which skills were required to be a firefighter: team-working, decision-making, self discipline, problem-solving, manual dexterity and physical strength. Firefighters also reported that their experience of probation largely met their expectations and that since joining the Service, the importance of promotion had increased.

Generally firefighters found their job rewarding, were happy at work and had good working relationships with their immediate peers. However the data suggested that firefighters felt undervalued by their managers, and relationships with their managers was also an area of concern.

Skills needed to be a firefighter

The questionnaire presented respondents with a pre-selected list of skills and attributes and asked the extent to which they agreed or disagreed that firefighters required each.

The data showed that respondents across a range of demographic characteristics – gender, age and social class – typically agreed as to what skills were needed to be a firefighter. More than nine out of ten firefighters “strongly agreed” or “agreed” that the ability to work in a team, good decision-making, problem solving, self-discipline and manual dexterity were important skills and attributes to possess. While physical strength and sense of humour were also considered to be important, they were considered less important skills or attributes. This information is shown in Table 1.

Table 1: Skills and attributes required to be a firefighter (percent)

Skill or attribute	Strongly agree/ agree	Neither agree or disagree	Strongly disagree/ disagree
Ability to work in a team	98	1	1
Good decision-making	94	3	2
Self-discipline	94	4	1
Problem solving	91	7	1
Manual dexterity	90	9	1
Physical strength	89	9	2
Sense of humour	79	18	3
Emotionally strong	70	26	3
Bravery	52	38	9
Height (ie being tall)	20	42	32

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869).

Notes: Where rows do not equate to 100%, this is due to rounding or those replying “Don’t know” to a question.

Promotion

Respondents were asked a series of questions on the importance of promotion before they joined the Service and how they felt about promotion after joining, as well as their experience of applying for promotion boards in the Service and reasons for not applying.

Respondents were asked how important promotion was to them when they joined the Service and how important it was to them now. Overall, the data showed that promotion was more important to a greater proportion of respondents now than it was when they originally joined. Just over one-quarter (27%) reported that promotion was important when they first joined the Service, compared to two-fifths (40%) who believed promotion was important to them now.

Table 2 shows the importance of promotion to respondents when they joined the Service, as well as how important it was to them now, along with the difference between the two scores.

Table 2: Importance of promotion when joined the Service and now (percent)

Respondent	Promotion		
	Important when joined (col 1)	Important now (col 2)	Difference (col 2-col1)
All respondents	27	40	13
Women	28	37	11
Men	27	40	13
Firefighters	22	25	3
Managers*	32	57	25
Senior managers*	51	64	13
Wholetime	29	42	13
Retained	22	33	11
18-34 years	29	41	12
35-44 years	29	39	10
45-54 years	23	38	15
55+ years	22	44	22
Social class AB	35	49	14
Social class C 1	30	41	11
Social class C2	21	38	17
Social class DE	26	39	13

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869)

Notes: Where rows do not equate to 100%, this is due to rounding

* “Managers” includes: crew, watch, and station managers. “Senior managers” includes; group, area, brigade, assistant commissioners and CFOs.

There were some notable differences in the importance of promotion when respondents first joined the Service. In particular, current senior managers (51%) and those in social classes AB (35%) entered the Service viewing promotion as more important than firefighters (22%) and those in social classes C2 (21%) and DE (26%).

Almost one-third (32%) of those respondents who were now working as managers believed that promotion was important when they first joined the Service, compared with 51 per cent of current senior managers. However, 57 per cent of managers now viewed promotion as important, compared to 64 per cent of senior managers.

The data suggested that some firefighters were entering the Service expecting promotion, while others simply wanted to be a firefighter or did not realise that the Service could offer a career structure. In addition, younger firefighters entered the profession viewing the importance of promotion much higher than those firefighters that joined the Service many years ago, suggesting that more recent recruits were more ambitious than their colleagues who joined the Service 15-20 years ago. For example, 29 per cent of those aged 18-44 years reported that promotion was important to them when they joined the Service, compared with around 20 per cent of those aged 45 years and above. However, a higher proportion of firefighters of all ages now viewed promotion as important – with 40 per cent of 18-54 year olds reporting that promotion was important to them now, while 44 per cent of those aged 55 years and over now viewed promotion as important.

Applying for promotion

Almost three-fifths of respondents (59%) reported that they had applied or considered applying for promotion. Higher proportions of day duty (92%), flexible duty (94%) and day crew staff (69%) applied for promotion compared with shift duty (55%) and retained duty system staff (44%). Although higher proportions of men (59%) had applied for promotion when compared to women (36%), this gender imbalance was likely to be a result of women firefighters joining the Service more recently as over 90 per cent of the women in this survey had fewer than 10 years' service. Indeed, almost one-half of women (46%) who had not applied for promotion reported that the reason for this was that they believed they had not been in the Service long enough.

Of those firefighters that applied for promotion, one-half (50%) were successful, with higher proportions from social classes AB (56%) – typically those that held managerial positions before joining the Service – being successful.

The data showed that when men (50%) and women (51%) applied for promotion, they believed they were equally successful.

Reasons for not applying for promotion

Of those respondents that had not applied for promotion or attended assessment centres, almost three-fifths (59%) reported that the reason for this was that they were happy in the job they were currently doing. Higher proportions of those with five to nine years' service (76%) and 10 or more years' service (69%), those aged 45-54 years (67%), 55 years and over (70%).

Almost one-third (32%) of those that had not applied for promotion reported that they believed they had not been in the Service long enough to apply for promotion, with proportionally more women (46%) and those with up to four years' service (74%) reporting the same.

Finally, almost one-quarter of respondents (24%) reported that the reason they had not applied for promotion was that they had no confidence in the promotion process, with higher proportions of men (25%), wholetime firefighters (36%) and those with 10 or more years' service (36%) stating the same.

The verbatim accounts of respondents' experiences of the promotion process shed further light on their lack of confidence in the system. Some appeared to have out-dated views of the promotion system – believing that it was too theoretical and exam-orientated, and not based on the ability to do the job. In other cases, it was claimed that an “old boys' network” or a glass ceiling existed that was hampering their progress.

Again, there was some evidence that promotion in the Service was not as transparent as respondents would like. Some verbatim comments suggested that some colleagues were being treated more favourably than others as a result of their ethnicity or gender; this can cause the types of resentment between different groups of workers that can undermine work to embed equality and diversity in the workplace.

“It is clear that a glass ceiling exist within the FRS. If your face fits – if the FRS can achieve a tick in the box by promoting you, then so be it. You do not get promoted in the FRS – you are 'pulled up' to support a senior colleague then expected to push them on.”

Gender and age withheld

“Promotion is based on [the] old boy's network – mates promoted mates or (people are promoted) if someone has done another FRS a favour or work for them. No promotion reflects ability to do the job. We are now being led by monkeys with no idea.”

Man aged 45 years

“[The Service’s promotion system] favours... friends or persons that will do what they are told and not what’s right [for the Service] for promotion or courses. Managers do what they like? and say what they want.”

Man aged 42 years

“When unsuccessful in a promotion round in 2005, I was told “get your face known around and you will be OK next time”. I had recently transferred into [my] current brigade from another at the time! I was confused as I had been successful in a SOAC in [a] previous brigade.”

Woman; age withheld

Working as a firefighter

Firefighters were asked a series of questions about their work, to assess the extent to which they were happy at work and if they found the work enjoyable and challenging.

Almost three-quarters (70%) of respondents agreed with the statement that they were “happy” at work with more women (77%) than men (70%) reporting this. Of those responding to the survey, those that had since left the Service (79%), retained duty system staff (80%), those with up to four years’ service (84%), those aged 18-34 years (75%) and those aged 55 years and over (89%) were happiest at work.

Almost two-thirds of respondents (64%) either strongly agreed (13%) or agreed (52%) that they found the work of a firefighter “challenging”. Higher proportions of managers (68%) and senior managers (83%), 45-54 year olds (72%), those aged 55 years and over (73%), day duty (75%), flexible (78%) and retained duty system staff (74%) agreed with the statement that they found the work challenging.

More than four-fifths of respondents (84%) reported that they were invited to socialise with their colleagues. Higher proportions of firefighters, 18-34 year olds and shift duty firefighters (87%) were most likely to be invited to socialise with their colleagues.

The following unsolicited comments were typical of those received in the survey.

“As I have always wanted to be a firefighter from such a young age, I have always found the FRS to be a very rewarding job. I enjoy helping others and I always get a good sense of achievement out of my work and on numerous occasions I have always been thanked by my watch and crew managers for doing such a good job.”

Gender and age withheld

“In my earlier years, it was the most engaging of occupations. As a service, we were unique with time honoured traditions with emphasis on training and teamwork and we had the respect of the general public. In nearly thirty years of service, I have not seen any evidence of bullying, racism or any other “ism”. A strong family type bond develops on the watch and the faith and loyalty of each member including watch commanders ensures the sustained happy working environment that was integral to an efficient team.”

Gender and age withheld

“I feel working for the FS is a positive experience. I have recently been promoted and feel happy at work. A high workload and a lot of modernisation is sometimes difficult to accommodate. All in all, [I am] a happy employee.”

Gender and age withheld

“I absolutely love the fire service. It sounds corny but it is one international brotherhood. I have to hide the smile on my face from my partner going to work!! I’m just a bit worried that the powers that be want to change things for the sake of change. I realise there is room for improvement but I hope it is not at the cost of that special relationship we have with each other and the public.”

“A great career, which I don’t think some people in the FRS always appreciate.”

Man; age withheld

“It’s the best job I have ever had. It’s rewarding, challenging and enjoyable all in one package. I am proud to wear the uniform and provide a professional service to my community and feel passionate about maintaining this service provision. The service I work in is friendly [and] team orientated. In fact, it has a family culture which I believe is a value that supports the serving personnel – both uniformed and non-uniformed – and is a positive attribute, not negative. The service is people driven for the people, therefore it is imperative that the right people are recruited not just people that fit the perceived profile. However, it is imperative that we also open our doors and welcome and make ourselves more accessible to our wider diverse community members.”

Gender withheld; aged 33 years

“I love working in the fire service. It is sometimes exciting and is challenging. Sometimes it is harrowing but there is a lot of support for everyone. I enjoy the CFS [community fire safety] side of it, meeting my local community and schools and younger groups of children. A very satisfying career.”

Gender and age withheld

“I have been working as a retained firefighter now for nearly seven months, I have thoroughly enjoyed the job and experiences gained so far. I feel fully supported by the FRS and the training is excellent. I look forward to what the FRS holds for me.”

Gender and age withheld

“I have never been treated less favourably or differently because I am a female firefighter. HOWEVER, I know that indirectly some men’s attitudes are not completely supportive. There is some unfair treatment on my watch from our crew manager, however, I am in a group of people who does not get along with him – so this is not associated with being female.”

Woman aged 29 years

“I have only been in the FRS for 12 months, but I have only good things to say about the Service and my colleagues. I have dyslexia and I have received lots of help from the Service from my first written test to date. I also get lots of help by the crew I work with they have been great.”

Gender withheld; aged 37 years

“The job role that I am currently doing is great. I have always enjoyed working for the Fire Service.”

Gender and age withheld

“I believe this to be an excellent career. I have enjoyed my time as a firefighter and would recommend it to anyone.”

Gender withheld; aged 51 years

“Even after all that has gone on in the FRS in the last few years, I would still recommend it to anyone considering joining.”

Gender withheld; aged 55 years

“[It is] hard work, but love it! Being a woman, the guys at all the stations I have worked at have been great.”

Woman aged 25 years

In contrast, just over one in seven respondents (14%) “do not find the work enjoyable”, with respondents either strongly agreeing (4%) or agreeing (10%) with the statement. Slightly higher proportions of those with 10 or more years’ service (17%) and 45-54 year olds (16%) reported not finding the work enjoyable. In contrast, men (15%) were more likely to not find the work enjoyable than women (7%).

In the literature review to support this project, and some qualitative research undertaken before the survey, there was evidence that some groups did not feel valued by their colleagues, were being ostracised and/or were not happy at work. One in six respondents (15%) reported that they did not feel valued by their colleagues at work, with women (21%) more likely to state this than men (15%). Finally, one in four serving staff (26%) either strongly agreed (10%) or agreed (16%) that they were thinking about leaving the Service⁷. Disabled (53%), senior managers (33%), 45-54 year olds (32%) and flexible duty staff (29%) were most likely to be thinking about leaving the Service.

⁷ This was asked as part of a general attitudinal question. Different more detailed questions on leaving and transferring were asked later in the questionnaire.

Working relationships

Overall, the majority of respondents enjoyed good working relationships with their peers. However, there were some issues regarding how line and senior managers were viewed by the staff they managed, with staff at firefighter level more likely to report that their relationships with managers were poor or very poor.

While women also rated their working relationships with their managers at a lower level than they rated their relationships with their non-managerial peers, they typically rated them higher than their male counterparts.

This information is presented Table 3.

Table 3: Relationships with colleagues (percent)		
Relationship with colleague group	Very good or good	Very poor or poor
Firefighters on their watch	80	2
Firefighters at their station	85	1
Firefighters outside their station	81	2
Watch manager	69	5
Station manager	60	12
Principal officers	37	28
Control staff	66	3
HQ staff	44	17

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, including don't know and not applicable, 1,869).

Notes: Where rows do not equate to 100%, this is due to rounding or the absence of "neutral" responses.

Relationships with non-managerial firefighters

The data showed that non-managerial firefighters enjoyed the best relationships at work with other non-managers when compared to their relationships with managers, control and HQ staff.

Four-fifths of all respondents (80%) reported that the working relationship they had with firefighters on their watch was either very good (49%) or good (30%). However, non-managerial firefighters (89%), those with up to four years' service (88%), 18-34 year olds (85%), shift (94%) and day crew firefighters (95%) rated their working relationships with their watch firefighters more highly than the average.

Four-fifths (81%) of respondents rated the working relationship with firefighters outside their station as either very good (20%) or good (60%). Those rating their working relationships with colleagues outside their station more highly included managers (86%), wholetime (85%) and shift duty system staff (90%).

However, it was among firefighters at the same station that respondents enjoyed the best working relationships. More than four-fifths (85%) of respondents reported that their working relationship with firefighters at their station was either very good (39%) or good (46%). In particular, non-managerial firefighters (92%), shift duty (94%), day crew (93%) and retained duty system (88%) firefighters rated their relationship with firefighters at their station more highly than the average.

Relationships with managers

Almost seven in ten respondents (69%) rated the working relationship with their watch manager as either very good (33%) or good (37%). Non-managerial firefighters (83%), those with up to four years' service (84%), those with five to nine years' service (87%), shift duty (77%) and day crew firefighters (73%) rated the working relationships with their watch manager higher than the average.

Three-fifths (60%) of firefighters rated the working relationship with their station manager as either very good (20%) or good (40%). Those most likely to rate their relationship as good or very good included those with up to four years' service (67%) and retained duty system firefighters (70%)

Just under two-fifths of respondents (37%) rated the working relationship with their principal officers as very good (6%) or good (31%). Managers (44%), senior managers (62%), those aged 55 years and over (52%), day duty (50%), flexible duty (60%) and retained duty system firefighters (48%) rated their relationships with principal officers higher than the overall average. In contrast, more than one quarter of firefighters (29%) rated their relationship with principal officers as either very poor (15%) or poor (17%), with more men (28%) rating their relationships as poor compared to women (15%). Furthermore, those that had left the Service (32%), wholetime duty system respondents (35%), those with 10 or more years' service (32%), disabled respondents (43%), minority ethnic respondents (38%) and shift duty system respondents (41%) were more likely to rate their working relationships with principal officers as poor or very poor.

The following verbatim comments illustrated the relationship that some respondents had with their managers.

“The station-based staff are completely demotivated and angry about how they are being treated by management.”

Man aged 43 years

“Senior management often work on an “old boys” network and cover up their mistakes or promote the people out of the way. Drunk senior flexi-duty officers turning out on blue lights. [The] majority [of] flex-duty officers never turn out but still get paid. Human resources refer to BMT as Bully Management Tactics.”

Gender and age withheld

“Since I have joined, and certainly in the last 4 years, senior management (uniformed) and non-uniformed have become more isolated from the “real job”. They are paid a lot more and have become distantly arrogant. They abuse their authority on a daily basis with impunity.”

Gender withheld; aged 51 years

“[Managers] continually contradict their own policies and procedures to suit them, have no interest in personal, financial or family commitments. [They] pretend to listen but never respond and rarely give a valid reason for implementing changes.”

Gender and age withheld

“Why since the ‘03 strike have they [management] made conditions worse? Why do they take and take? Why are we treated like shit? I am not very impressed with the union. Everyone does not want to change shift system. So why do they not listen? Why fix something that isn’t broken?”

Gender and age withheld

Control and headquarter staff

Two-thirds of respondents (66%) rated the working relationship with control staff as either very good (18%) or good (48%). Again, men (66%) were more likely to have had better working relationships with control staff than women (58%). In addition, those that had left the Service (71%), managers (76%) and senior managers (88%), those with ten or more years’ service (71%) and flexible duty firefighters (80%) were most likely to rate their relationship with control staff higher than the average.

Just over two-fifths of firefighters (44%) rated the working relationship with staff at HQ as either very good (9%) or good (35%). However, managers (53%) and senior managers (73%), those aged 55 years and over (61%), day crew (56%), day duty (64%) and flexible duty firefighters (71%) rated these relationships more highly.

Issues between firefighters and their managers

A significant number of respondents reported that they would not speak highly of their Service to those outside the profession and a significant proportion had thought about leaving or transferring from their Fire and Rescue Service.

Overall, fewer than one-quarter of all respondents (24%) felt valued by their Service, with women (34%), senior managers (44%), those aged 55 years and over (41%) and retained duty system staff (35%) most likely to feel valued by the Service. Linked to this, only two-

fifths (40%) would speak highly of their Service if asked, with senior managers (74%), those aged 55 years and over (62%), those with up to four years' experience (55%) and retained duty system staff (54%) most likely to speak highly of their employer.

Furthermore, unsolicited verbatim remarks about managers in the Service suggested that some respondents were demotivated, that they did not feel valued and that morale was low.

"I feel under-valued by HQ officers and they don't care what happens to firefighters as long as it makes them look good for promotion."

Man aged 24 years

"Sadly, the fire service is not the same as it once was. Operational staff no longer feel valued. If anything we feel like we are an embarrassment to the fire service."

Gender withheld; aged 44 years

"I have been an operational firefighter for just over 15 years. I have also held rank but decided to return to being a firefighter as holding rank is not as rewarding or satisfying as it should be...Morale at firefighter level is remarkably good and we are keen to raise our standards but find it very frustrating when our opinions are listened to but not valued."

Gender and age withheld

"I strongly believe that I am (or have been) in the best job in the world!!...I am disgusted at management for adopting a regime of fear and reprisal – charges are flying about all the time and people being sacked on a regular basis. As a watch officer, I am charged with implementing many unpopular policies (some of which I strongly disagree with). I despise the PRT team – who were set up to identify 'best practice' and in reality dismantle good will and morale throughout the brigade. I am appalled that management have killed morale to such a level that lots of personnel are resigning. Things must improve soon!! Pension in 2010 – thank god!!"

Man aged 47 years

"Since I joined in 2007, there has been a rapid decline in moral in the Service. I find this affects how I feel when on duty. I also feel although I fulfil my duties as required, the Service treats everyone as worthless [and] lazy and punishes everyone equally."

Gender and age withheld

"I have served the fire service for almost 25 years. During that time I have always produced work to the best of my ability. I have remained dedicated and loyal throughout that period. During the past two years, I have had to work for a line manager who does not know or care what I do, does not know or demonstrate any admirable qualities and contributes very little to our section and consequently the fire service. This has had a complete demoralising affect on me."

Gender withheld; aged 51 years

The Fire and Rescue Service modernisation programme was also mentioned by respondents as a cause for concern and was affecting their working relationships with their managers. However, the unsolicited verbatims did not tend to suggest that it was change that was causing problems, but how change was being managed.

“I joined the fire service, as it was my lifelong ambition. The service has been thoroughly enjoyable, but I have to doubt that in the last three years it has been most challenging. This is in part due to me being in a higher managerial role, and implementing the change process. It is also been due to the speed of change and trying to maintain standards and knowledge across a range of disciplines. There are far more support departments, both within and outside the Service funnelling work down, with fewer staff at Area/Division level to implement the initiatives/changes.”

Gender and age withheld

“Morale has been very low since I have joined but I have tried to rise above it and be positive. There were some changes made to two of our station’s shift systems that has caused a lot of unrest, as these changes were badly mismanaged. However, as there has been so much change the Service has improved in its communication about our shift review and I feel that change will be handled better in the future.”

Gender and age withheld

“I have, in general, enjoyed my 23 years in the Fire Service. I do feel, however, that the job is changing too fast currently. To long serving employees, it feels like the job is becoming more and more like just another job rather than the almost vocation like career it used to be. I see more and more people resigning and not retiring because they feel that the changes are too fast and some completely bloody minded and unnecessary! It’s almost a crime to lose people of such vast experience in a job where experience is so advantageous.”

Man aged 52 years

“The morale in the fire service has never been as low. This, I think, is due to changes in the job – eg shift changes (although in [name of service] they are fairly well-liked); threats from senior managers to change shifts; remove beds; move personnel; loss of long service pay; relatively poor pay compared to other professions. The list goes on.”

Gender and age withheld

“All in all, morale is low, change (shift patterns) is imminent and firefighters are not happy with the way they are treated by the Service.”

Gender and age withheld

The data presented in this section showed what appeared to be contradictory messages: respondents enjoyed the job and their working relationships with their peers, but did not feel valued by the Service or their managers. A view could be taken that this was indicative of the fact that managers were taking a firm stance and managing rather than appeasing their staff. However, this may be a simplified view and an over-generalisation of the way managers were performing their role; it also tends to disregard the extent to which the survey showed that staff across the Service were feeling bullied, harassed and discriminated against by their managers.

Chapter 3

Behaviours

“I wanted to be a fire officer and was good enough to achieve it. I think I could have been a fantastic advert for minority group achievement. Instead, I have nothing good to say about 95 per cent of operational members of staff. There are those who are prepared to discriminate against you, there are those who are prepared to sit and watch others do [it] and there are a handful of decent individuals who are prepared to stand up against the rest and say ‘what you are doing is wrong’ – THESE are the brave ones. They deserve medals!”

Woman aged 33 years who has since left the Service

Respondents were asked a series of questions about the behaviours they had seen or heard or had experienced first-hand while at work in the preceding 12 months or in the case of those who had left the Service, their last 12 months of service.

The data confirmed the existence of unacceptable workplace behaviours – such as bullying and harassment, verbal abuse, use and distribution of pornography, discrimination and physical assaults. Furthermore, where these behaviours occurred, they were seen or heard and experienced, and in some cases committed, by line and senior managers.

These workplace behaviours were affecting a great many individuals at work – especially women, lesbian, gay, bisexual, and minority ethnic staff. These behaviours were not only affecting individuals’ enjoyment of the work, but may help to explain why a high proportion of staff were considering leaving the Service or transferring to another Service.

The data also showed that respondents affected by these behaviours did not tend to report these to their managers. Instead, they tended to discuss these issues with their partners and people outside the workplace, as well as trying to deal with these behaviours themselves in the workplace.

The remainder of this section looks at the behaviours occurring, how frequently they occurred and who was committing them, as well as considering how these behaviours were affecting staff and what actions, if any, they were taking to stop these behaviours.

Unacceptable behaviours among colleagues in the workplace

We were advised prior to the survey that it was not uncommon for victims of discrimination, assault and other behaviours to either under-report their experiences in survey research or not take part in the research at all. This was a concern for those looking to investigate these issues, as quantitative data alone can present an incomplete picture of the actual situation.

In order to obtain a more robust view of day-to-day experiences at work, respondents were asked to state if, in the previous 12 months, they had *saw or heard* various behaviours between FRS staff (listed below), as well as state if they had *directly experienced* these same behaviours first hand.

In this section, respondents were asked to provide information on which behaviours they had saw or heard at work or behaviours that had happened to them directly, as well as finding out how frequently these occurred and who perpetrated the behaviours.

Table 4: Behaviours saw or heard by respondents at work in the *previous 12 months* (percent)

Behaviour	saw or heard at least once (col 1)	saw or heard "often" or "all the time" (col 2)
Unwelcome comments about appearance	75	14
A verbal assault	58	8
Unwelcome gestures or physical contact	56	7
Bullying or harassment	51	7
Pornographic or sexually explicit material	39	4
Age discrimination	23	3
Gender discrimination	21	4
Sexuality discrimination	14	2
Racial discrimination	13	3
A physical assault	11	–
Religious discrimination	12	2
Disability discrimination	9	1
Unwelcome attempts to establish a sexual relationship	5	–
Better treatment in return for sexual relationship	4	–
A sexual assault	2	–

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869)

Almost nine in ten respondents (86%) had seen or heard at least one of the above behaviours between FRS staff in the previous 12 months. However, the data showed that these behaviours at work were not just one-off occurrences, but were often a part of a series of behaviours witnessed at work. For example:

- 86 per cent saw or heard at least one of these behaviours
- 74 per cent saw or heard two or more behaviours
- 49 per cent saw or heard four or more behaviours; and
- 24 per cent saw or heard six or more behaviours.

Furthermore, the data showed that these behaviours were happening with some frequency – especially among currently under-represented groups. Around one-quarter of all staff (23%) reported that they had witnessed any one of these behaviours all the time or often, with women (34%), those with a disability (36%) and lesbian, gay and bisexual staff (47%) most likely to see or hear these behaviours at work 'all of the time'.

Across all respondents, 86 per cent of respondents had seen or heard at least one of the listed behaviours, with women (92%) more likely to have seen or heard the behaviours than men (86%). Furthermore, more than one-third of all respondents (36%) reported that they had seen or heard five or more of these behaviours, again with women (48%) saw or heard five or more behaviours.

In contrast, more than one-half of respondents (53%) reported that they had directly experienced at least one of the behaviours listed over the previous 12 months. Again, the data (presented in Table 5 over) showed that the behaviours were not one-off examples, but typically part of a catalogue of different behaviours:

- 53 per cent experienced one or more behaviours
- 37 per cent experienced two or more behaviours
- 16 per cent experienced four or more behaviours; and
- 5 per cent experienced six or more of these behaviours.

Table 5: Behaviours experienced by respondents at work in the previous 12 months (percent)

Behaviour	Experienced at least once (col 1)	Experienced "often" or "all the time" (col 2)
Bullying or harassment	32	7
Unwelcome comments about appearance	28	5
A verbal assault	25	4
Unwelcome gestures or physical contact	18	3
Pornographic or sexually explicit material	16	2
Age discrimination	10	2
Gender discrimination	6	2
Sexuality discrimination	2	–
Racial discrimination	5	1
A physical assault	3	–
Religious discrimination	4	1
Disability discrimination	2	–
Unwelcome attempts to establish a sexual relationship	1	–
Better treatment in return for sexual relationship	1	–
A sexual assault	<1	–

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869).

Women were more likely to have experienced these behaviours at work than men, with 60 per cent of women reporting that they had directly experienced at least one of the behaviours in the previous 12 months compared to 52% of men. Furthermore, those with a disability (68%) and lesbian, gay and bisexual staff (76%) and day crew staff (69%) were also more likely to have directly experienced these behaviours at work than other staff.

The data showed that senior managers (18%) and managers (21%) had seen or heard of these behaviours 'often' or 'all the time' roughly at the same level as firefighters (24%). Also senior managers (11%) and managers (12%) had directly experienced these behaviours 'often' or 'all the time' again at the same level as firefighters (13%) which suggested that they were either accepting of these behaviours in the workplace or were unwilling or unable to challenge them.

Unwelcome comments about appearance or personal characteristics

Three-quarters of respondents (75%) reported that they had seen or heard, in the previous 12 months, a colleague making unwelcome comments about someone's appearance or personal characteristics. Managers (79%) were most likely to witness these comments, as well as those working the day crew system (87%).

In total, 14 per cent of respondents reported that this behaviour happened "often" or "all of the time" at work. However, higher proportions of women (27%) and day crew staff (20%), as well as one-fifth of firefighters with 5 to 9 years' of service (19%) reported that these types of unwelcome comments happened either "often" or "all of the time" in the workplace.

In contrast, more than one-quarter (28%) of respondents reported that in the preceding 12 months they had personally received unwelcome comments about their appearance or personal characteristics from a colleague at work. Again, women (33%) were more likely to receive these comments than men (27%), along with those working the shift duty system (32%) or day crew duty system (49%).

While only 5 per cent of respondents reported that these comments occurred "all the time" or "often", However, one-tenth of women (10%) and those that left the Service (7%) reported that these behaviours happened to them at this frequency.

Unwelcome gestures, body language or physical contact

"My line manager constantly sexually harassed me and belittled me. He made my life really difficult on station and appeared insecure by [my] own keenness for progression."

Woman; age withheld, who has since left the Service

In the preceding 12 months, almost three-fifths of respondents (56%) witnessed unwelcome gestures, body language or physical contact among their colleagues at work. Managers (60%), those that had left the Service (63%) and firefighters with a disability (71%) were most likely to witness these behaviours at work.

While fewer than one in ten (7%) respondents reported that this behaviour happened "often" or "all of the time", 9 per cent of women reported seeing this behaviour at the same frequency.

Almost one in five respondents (18%) reported that they were the recipient of unwelcome gestures, body language or physical contact at work. However, almost one-quarter of women (24%) and more than one-third (35%) of day crew directly experienced this type of behaviour at work.

While 3 per cent of all respondents reported that this behaviour happened either "often" or "all of the time", 6 per cent of women reported experiencing this behaviour at the same frequency.

Pornographic or sexually explicit material being sent or displayed

“The boys’ culture is deeply integrated [in the Service] and it is disgraceful what goes on, with explicit things (such as pornographic) mags and talking. And management allows it to go on”.

Gender and age withheld

Almost two-fifths of respondents (39%) had seen or heard pornographic or sexually explicit material being sent or displayed at work. In the preceding 12 months, wholetime duty system firefighters (45%), shift duty (50%) and day crew firefighters (44%) were most likely to have seen this material than retained duty system firefighters (25%). Only 4 per cent of firefighters reported seeing pornography or sexually explicit material at work either “often” or “all of the time”, while 11 per cent of women and 8 per cent of day crew staff reported seeing pornography at the same frequency.

With regard to direct experience, only 2 per cent of all respondents saw or heard pornography at work either “often” or “all the time”, however, three times the proportion of women (7%) reported the same.

Bullying and harassment

While bullying and harassment drew a high number of unsolicited verbatim comments from respondents.

“The bullying culture of certain DOs in post must stop. These people have no ‘man’ management skills and either should retire or retrain.”

Man aged 42 years

“When I first started 14 years ago the culture was that of bullying. This has now changed within [the Fire and Rescue Service] I am employed in. Some people talk about it as the good old days, so their attitudes haven’t change, they just can’t do it anymore, which I suppose is a good thing.”

Gender and age withheld

“Seven years ago, I did put a complaint in of bullying and harassment by a line manager. My wife, who also worked with the FRS, resigned or was medically discharged because of the way we were both treated. I was asked by county council solicitors to resign twice even though I had done nothing wrong. The situation has improved in the fire and rescue service considerably, but there are still a number of senior managers who do need to familiarise themselves with all of our harassment and bullying procedures.”

Man aged 43 years

“The fire service tries to suck out of you all it can and offers little but aggravation and disrespect back if you are not a member of a diverse group! It walks all over you and considers you lucky to work for it not thankful you are there. If you complain they threaten to make your life more difficult as a way of keeping you in line.”

Man aged 41 years

“As for bullying in the workplace, although I had a lot of experience with it in the past and I am not on my own, it has nothing to do with me being female and a foreigner. I still see white British blokes getting bullied and I do tend to stick up for them, having been on the receiving end myself. Since I have moved watches and station at the beginning of the year, I have been happy at work and not experienced any of the above.”

Woman aged 43 years

“I was extremely shocked at the treatment received – it was unlike anything I had ever known before. I could not believe that I was being bullied – at the age of 58. It has almost ruined me. I don’t think I’ll ever get over it.”

Woman aged 60 years who has left the Service

“I’m a great believer in handling things face to face. But when having conflict with my immediate seniors it can have repercussions within the watch. This is a common belief in the Service and is why the “bullies” tend to get away with it – for a ‘quiet life’.”

Man aged 40 years

“I have worked as a retained firefighter for (two Services). Both organisations appear to operate and manage their staff in an atmosphere of fear and criticism that is less than constructive.”

“The service I work in as a retained firefighter is tolerable of bullying and harassment in the workplace. Policies and procedures are not adhered to... Firefighters are not treated fairly – women, especially retained. (There is a) strong divide between management and firefighters (and) wholetime and retained.”

Woman aged 41 years

More than one-half of respondents (51%) had saw or heard at least one episode of bullying or harassment at work in the previous 12 months. Managers (54%) and senior managers (60%), as well as day duty (63%) and those working the flexible duty system (56%) were most likely to have saw or heard this behaviour.

In total, 7 per cent of all respondents saw or heard bullying or harassment either “often” or “all of the time” at work, while 12 per cent of women reported seeing or hearing bullying or harassment at the same frequency.

Almost one-third of respondents (32%) reported that they had been bullied or harassed at work in the previous 12 months. Firefighters with a disability (51%), lesbian, gay and bisexual firefighters (46%), women (39%) and graduates (39%) were most likely to bullied or harassed by colleagues.

In total, 7 per cent of respondents were bullied or harassed either “often” or “all of the time”. However, a higher proportion of women (9%) experienced the same behaviour either “often” or “all of the time” at work.

Verbal assault

“I believe that if principal officers were to create a better working relationship with staff, morale would improve. I realise there is a need for discipline in our job, but we are not the armed forces. I respect my line manager because they speak to me. There is no need to shout!!”

Man aged 33 years

Almost three-fifths (58%) of respondents saw or heard a verbal assault on a colleague in the previous 12 months at work. Those that had left the Service (65%), 45-54 year olds (64%) and shift duty staff (60%) were most likely to have seen or heard a verbal assault while at work.

Eight percent of all respondents saw or heard verbal assault either “often” or “all of the time” at work, while 10 per cent of women and 12 per cent of those that had left the Service reported seeing or hearing this behaviour at the same frequency.

One-quarter of respondents (25%) were verbally assaulted by a colleague at work in the previous 12 months. However, 30 per cent of women, 46 per cent of those with a disability, and 34 per cent of day crew were verbally assaulted at work in the previous 12 months.

Of those responding to the survey, 4 per cent were verbally assaulted either “often” or “all of the time”, with women (7%) more likely than men (4%) to have been verbally assaulted.

Physical assault

Just over one in 10 respondents (11%) saw or heard a physical assault by a colleague on another colleague in the previous 12 months at work. Of those responding to the survey, day crew staff were most likely to see or hear an assault than any other group of respondents, where one quarter (24%) saw or heard this behaviour. Of those responding to the survey, 3 per cent reported that they had been physically assaulted by a colleague at work in the preceding 12 months.

Sexual assault

“The experiences I had in my first brigade after training school were horrendous. I went from being brilliant at training school to a nervous wreck on station in less than two-and-a-half years. I was verbally, physically and sexually (touched) abused. These experiences still haunt me today and cause me to lack confidence, doubt my abilities [and] be paranoid about others’ view of me.”

Gender and age withheld

Two percent of those responding to the survey saw or heard of a sexual assault at work in the previous 12 months, with women (6%) most likely to have seen or heard of this behaviour. Thirteen women and 6 men reported that they had been sexually assaulted at work in the previous 12 months.

Different treatment and sexual relationships

Four percent of respondents saw or heard colleagues in the preceding 12 months telling someone, or making someone feel, they would be treated differently if they consented to have, or did not give their consent to have, a sexual relationship with them. Women (12%) and lesbian, gay and bisexual staff (14%) were most likely to witness this behaviour among colleagues at work. Although only 1 per cent of all firefighters reported experiencing this behaviour directly, 3 per cent of women reported that this happened to them at work either “often” or “all of the time”.

Unwelcome attempts to establish a sexual relationship

“Since joining the FRS in 1992, I have served three different brigades. The first <brigade name> was by far the worst of all. I was subject to harassment, bullying, sexual advances etc to the extent that I wanted to leave the job.”

Woman aged 38 years

Five percent of respondents saw or heard a colleague, in the previous 12 months, make unwelcome attempts to establish a sexual relationship with another firefighter despite discouragement. Women (11%) were most likely to have seen or heard of this behaviour at work compared to men (5%).

One percent of all respondents reported that a colleague made an unwelcome attempt to establish a sexual relationship with them. Seven percent of women reported that this behaviour happened to them in the previous 12 months.

Gender discrimination

“I never wanted special treatment, just equal treatment. But men in general seem to treat a woman differently. Their instinct is to protect a woman and sometimes it is not in the woman’s interest on a professional level”.

Woman aged 45 years who has since left the Service

More than one-fifth of respondents (21%) saw or heard discrimination against someone at work as a result of their gender. Although one-fifth of men (20%) saw or heard this, women (43%), senior managers (35%), day crew (28%) and those working the flexible duty system (29%) were most likely to have seen or heard gender discrimination at work.

Four per cent of all respondents saw or heard gender discrimination either “often” or “all of the time” at work, while 16 per cent of women saw or heard this behaviour at the same frequency.

Six percent of respondents had been discriminated against as a result of their gender, with women (38%) more likely to experience this than their male colleagues (5%). Two percent of staff reported that this behaviour happened either “often” or “all of the time”, with 11 per cent of women reporting the same.

Racial discrimination

Thirteen percent of respondents saw or heard at least one episode of racial discrimination at work in the previous 12 months. Women (21%), minority ethnic staff (43%) and day crew staff (18%) were most likely to see or hear racial discrimination at work. Three percent of all respondents reported that this behaviour happened either often or all the time at work.

Five percent of all respondents had been discriminated against at work as a result of their ethnicity, while more than one-quarter (29%) of minority ethnic firefighters reported the same.

Religious discrimination

Twelve percent of respondents saw or heard at least one episode of religious discrimination in the previous 12 months at work. Women (19%), minority ethnic respondents (38%) and day crew respondents (19%) were most likely to seeing or hearing religious discrimination. Of those responding to the survey, only 2 per cent reported seeing or hearing religious discrimination happening either "often" or "all of the time" at work. Finally, 4 per cent had been discriminated against as a result of their religious beliefs in the previous 12 months at work.

Discrimination on grounds of sexuality

Around one in seven respondents (14%) saw or heard discrimination as a result of someone's sexuality at work. In the previous 12 months, higher proportions of women (21%), lesbian, gay and bisexual firefighters (25%) and day crew (20%) saw or heard this form of discrimination. Two percent of respondents reported that this behaviour happened either "often" or "all of the time" among colleagues.

Of all the respondents only 2 per cent of respondents were discriminated against in the previous 12 months as a result of their sexuality. However, 4 per cent of women and 13 per cent of lesbian, gay and bisexual firefighters reported experiencing this discrimination at work.

Age discrimination

Almost one-quarter (23%) of respondents saw or heard age discrimination among colleagues at work in the previous 12 months. Senior managers (40%), 45-54 year olds (29%), those aged 55 years and over (35%) and those working the flexible duty system (34%) were most likely to see or hear that behaviour in the preceding 12 months. Three percent of all firefighters reported that this form of discrimination happened either "often" or "all of the time" at work.

One in 10 respondents (10%) had been discriminated against at work in the previous 12 months as a result of their age. Firefighters aged 45-54 years (17%) and 55 years and over (25%), day crew (16%) and those working the flexible duty system (14%) were most likely to experience this. Two percent of respondents reported that this discrimination happened either "often" or "all of the time", with the older respondents (those aged 45 and over) highlighted above experiencing this discrimination at twice the overall rate.

Disability discrimination

Nine percent of respondents saw or heard someone being discriminated against as a result of their disability in the preceding 12 months. Women (15%), those with a disability (28%) and day crew respondents (13%) were most likely to have seen or heard this form of discrimination at work. Only 1 per cent of all respondents reported that this behaviour happened either “often” or “all of the time” among colleagues.

One-quarter (20%) of disabled respondents reported that they had been discriminated against because of their disability.

Who is committing the behaviours?

“Two Assistant Chief Officers have bullied a colleague into leaving the Service and nothing will be done (about it) or they will get promoted.”

Man aged 44 years

“The biggest source of bullying is by senior officers, group managers/area managers. The role of station manager is the worst rank/role in the Service.”

Man aged 46 years

“(I) joined FRS Service aged 18 in 1978...I do not enjoy the job any more. This is not because of my relationship with other immediate colleagues, with whom I have excellent working and social relations, but because of the atmosphere of fear and distrust which seems to radiate down from the very top. There appears to be a system of institutionalised bullying amongst managers and a feeling that the ability to say ‘yes’ is more important than other skills when applying for promotion.”

Man aged 47 years

“I was bullied by the highest officers and I had nowhere to take it due to being a union official.”

Man aged 40 years who has left the Service

Those who directly experienced any of the behaviours identified previously were asked to state who committed any of them. The research found that in more than one-half of cases (51%) the behaviours detailed earlier (table 5) were committed by either senior colleagues in the Service (38%) or line managers (29%). Almost three in ten respondents reported that firefighters on their watch (28%), and at their station (29%), were responsible for the behaviours, while smaller proportions of firefighters reported that those outside their station (13%), instructors (7%) and junior colleagues (7%) were committing these behaviours.

For women experiencing these behaviours, it was most likely to be firefighters on their watch that were committing the behaviours, while for men experiencing the behaviours it was most likely that senior managers were the perpetrators. For wholetime duty system staff, managers were typically committing the behaviours, while for retained duty system staff it was other firefighters at their station who were committing the behaviours. Finally, for managers and senior managers, it was their managers that were most likely to be committing the behaviours. Table 6 illustrates who was perpetrating the behaviours on each group.

Table 6: Persons committing any of the behaviours at work (percent)

Respondents experiencing the behaviour	Person responsible for any behaviour				
	Senior manager	Line manager	Firefighter		
			on their watch	at their station	outside station
Men	38	29	28	29	12
Women	31	26	40	30	21
Firefighters	34	29	35	31	11
Managers	39	29	22	26	15
Senior managers	60	28	4	8	17
Serving firefighters	36	27	31	27	13
Retained	31	26	17	48	9
Wholetime	40	30	33	22	14
Leaver	44	36	20	35	11
Disabled	57	37	37	43	14
Lesbian, gay and bisexual	21	24	37	44	35
Minority ethnic	55	46	26	40	39
TOTAL	38	29	28	29	13

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents who have experienced “bad” behaviours, 1,015).

Notes: Column does not add to 100 per cent as respondents were able to select more than one person.

The effect of the behaviours on individuals

“(I) suffered serious psychological trauma as result of experiences which are still unresolved: loss of self confidence and self esteem, diagnosed with post-traumatic stress disorder which has pressured personal relationships and marriage to breaking point.”

Man; age withheld who has since left the Service

“I was disappointed that my bad experience with small-minded, petty people ruined by chance of doing a job I loved. Nothing was done by seniors to stop [the] situation and I feel let down by POs [principal officers].”

Woman; age withheld who has since left the Service

Of those that personally experienced the behaviours described earlier, more than one-third (36%) reported that the behaviour “did not bother” them, with men (36%) and those aged 45 years and over most likely not to be bothered by the behaviours.

Again, it is those from under-represented groups that were most likely to have seen or heard or experience the behaviours most frequently and were most affected by these behaviours. Almost three-fifths of those that experienced these behaviours (56%) reported that the behaviours “affected” or “bothered” them. Again, more than four-fifths of disabled and minority ethnic staff (83 per cent in both cases), almost three-quarters of women (71%), and those that have left the Service (73%) were most likely to be affected by the behaviours.

Respondents reported that the behaviours they were experiencing were affecting their confidence at work (25%), their enjoyment of their work (29%) and their ability to do their job as well as before (16%). Furthermore, significant proportions of respondents reported that they felt lonely and isolated at work (15%), humiliated (15%), did not want to go to work (19%) or thought about leaving the Service (27%).

The data for all staff and women is shown in Table 7.

Table 7: Effect of behaviours (percent)		
Response	All	Women
– It did not bother me	36	20
– It did bother or affected me	56	71
– It affected my confidence at work	25	54
– I no longer enjoyed my work	29	31
– I thought about leaving the Service	27	29
– I did not want to go to work	19	27
– I felt lonely or isolated at work	15	30
– I felt humiliated	15	34
– I didn't do my job as well as before	16	24
– It affected my confidence outside work	9	22
– I had health problems	10	11
– No response	9	13

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents experienced any of the behaviours, 988).

Notes: Where columns do not equate to 100%, this is due to respondents selecting more than one answer.

Telling someone about the behaviours

Almost two-thirds (57%) of respondents affected by the behaviours told someone about the behaviours they experienced, with a higher proportion of women (70%) and those that had left the Service (73%) telling someone.

While 11 per cent told their trade union representative, respondents were most likely to tell their partner or spouse (36%) or a work colleague (26%) than anyone else. A smaller proportion told either their line manager (22%) or a senior manager (13%).

Reasons for not telling anyone

One-third of those affected did not tell anyone about the behaviours they were experiencing. Of those not reporting the incidents, almost one-half (51%) felt "it was not that important", while almost one-third (30%) believed they could handle the situation themselves. Just under one-fifth (18%) did not think that anything would be done – perhaps unsurprising given that managers were, in a great deal of cases, perpetrating these behaviours. This information is detailed in Table 8.

Table 8: Reasons for not telling anyone (percent)

Response	All firefighters
I didn't think it was that important	51
I thought I could handle the situation myself	30
I didn't think anything would be done about it	18
I didn't want to go through the complaints procedure	8
I did not want to lose control of the situation	7

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents who did not tell someone about the behaviour, 323).

Notes: Where columns do not equate to 100%, this is due to respondents giving more than one answer.

How well it was handled when reported

“Although my FRS has policies on most things, they are not adhered to nor are those who ignore them reprimanded eg bullying, harassment, health and safety or facilities for women.”

Woman aged 38 years

“The modern fire service is an exciting place to work. But it seems unwilling or unable to deal with the watch culture.”

Man aged 42 years

“I feel thoroughly let down by the Brigade. After a year of harassment I felt that my only option was to resign. Despite management being informed of issues by various employees, nothing changed. I was promised that I would be fast-tracked once the harassment procedure has been concluded but 18 months later the harasser is being reinstated due to a technicality. My family and I continue to be verbally and physically abused by the harasser and his family and we have had to involve the police, as the brigade have been completely unsupportive.”

Man aged 44 years who has since left the Service

“I have experienced bullying/harassment of a sexual nature for five years! Management have not dealt with it after I have repeatedly asked them! They moved me to another station against my wishes, and although there was evidence against the bullies – graffiti on wall – still will not help. I am very close to quitting the brigade but am trying to not let them beat me!!!”

Woman aged 33 years

“In my opinion there is an extreme problem with bullying and harassment in the FRS, which extends to senior management. When I experienced problems I had no one whom I could trust to talk about my problems. When I did talk openly and someone complained on my behalf (without my knowledge), my station manager tried to bully me into making a complaint, causing me to break down in tears, as I was afraid of retribution. This station manager was unsympathetic and unprofessional. He deliberately lied to my lead firefighter, telling him that I’d made a complaint about a person on my watch, when I hadn’t. This put me in a very difficult position which forced me to explain myself to my watch and complain against my station manager, or else be isolated and hated by my watch. A joint complaint was made against my station manager, which I felt I had to sign. I then experienced a year-long investigation of my station manager, during which he repeatedly reprimanded me for allegations which he had falsely invented in order to intimidate me. A female station officer and watch manager were eventually sent to my station to ‘protect’ me, which resulted in my further isolation. I eventually resigned.”

Gender and age withheld

“There has been an ongoing situation at our station, which started as an investigation into a bullying issue and it opened up a can of worms which has been a long drawn out process. We were told would be completed in four to six weeks and it is now 10 months and only just being sorted out. (This) has affected me greatly in my confidence due to lack of support from certain managers and crew members. Hence I think I shall be leaving the fire service very despondent and disappointed.”

Gender and age withheld

“Certain policies seem to be more important than others. Four years ago I invoked the grievance procedure over something that at the time was extremely important to me. I am still awaiting a reply.”

Gender withheld; aged 47 years

“A lot of behaviour at work can be awful. Before I joined my current watch and station, I had a very bad time from a couple of key members of the watch – one being an officer. I had 19 years on the job. They made my life hell as I was having a lot of personal problems as well. I was on the verge of a nervous breakdown, this was almost two years ago and I feel now the brigade is more geared up to deal with it. If I could have had the guilty parties disciplined at the time, I would have, but I had no support from my watch manager either.”

Gender withheld; aged 49 years

“The organisation is full of policies, however senior management fail on a regular basis to honour them. Lately, I had lodged a grievance and even this was dismissed and they refused to act upon it. I know colleagues who have suffered bullying by line managers and by principal officers, who if challenged, simply state ‘we have a policy to prevent such things’.”

Sex and age withheld

Three-quarters of respondents (75%) did not report the behaviour to their line manager, while 83 per cent did not report it to a senior manager. Again, the analysis earlier shows that line managers and senior colleagues were just as likely to perpetrate these behaviours as others. It is therefore unsurprising that these behaviours were not being reported to senior staff.

Respondents that reported the unacceptable behaviours listed earlier were asked to rate how well the situation was handled by line managers and senior managers.

Of those reporting the issue to their line manager 33 per cent saw the situation handled either "well" (18%) or "very well" (16%). In contrast, 45 per cent rated it as being handled either "poorly" (19%) or "very poorly" (26%). In the case of those respondents that subsequently went on to leave the Service, 59 per cent rated the handling of the report or complaint as either "poor" (21%) or "very poor" (38%).

Of those reporting the issue to a senior manager, just over one-fifth (22%) reported that the situation was handled either "well" (11%) or "very well" (11%). However, around two-fifths of women (41%) and one-third of non-managerial firefighters (33%) rated how senior managers handled the complaint as either "well" or "very well". Again, when compared to all respondents (58%) a greater proportion of those that left the Service (62%) felt that the situation had been handled poorly by senior managers, with almost one-half rating senior managers' handling of the complaint as "very poor" (49%).

Fifteen percent of respondents who made a complaint were bullied and harassed as a result, 9 per cent were ignored by colleagues at work and 9 per cent suffered a "backlash" at work as a result of reporting these behaviours.

Trying to get the behaviours to stop

Respondents that experienced the behaviours detailed earlier were asked if they had taken any action themselves to stop the behaviour. In total, almost three in ten (29%) had not done anything to stop the behaviour, while a further one-quarter (24%) ignored the behaviour.

Men (30%) were most likely to not do anything to stop the behaviours, while women (27%) and day duty staff (40%) were most likely to ignore the behaviour. Table 9 highlights the actions respondents took to stop the behaviour.

Table 9: How respondents tried to stop the behaviour (percent)

Action	Proportion
I ignored the behaviour	24
I did not do anything to stop the behaviour	29
I asked the person to stop	13
I avoided the person if I could	14
I made an informal complaint to a senior colleague	9
I made a formal complaint to a senior colleague	7
I approached my trade union to deal with the situation	6
I asked to be moved somewhere else	4
I did not know what to do	3
Don't know	17
Other responses	1

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents experiencing a behaviour, 1,015).

Notes: Where columns do not equate to 100%, this is due to respondents giving more than one answer.

Women were most likely to take a range of actions to stop the behaviours. For example:

- 31 per cent asked the person to stop (compared with 12 per cent of men)
- 23 per cent avoided the person (compared with 12 per cent of men)
- 13 per cent made an informal complaint (compared with 8 per cent of men); and
- 9 per cent made a formal complaint (compared with 7 per cent of men).

Of those taking some action to stop the behaviour, almost two-fifths (38%) reported that the behaviour stopped. Women were more likely than men to take action to stop a behaviour, as a result women (43%) were more likely to see the behaviour stop when compared with men (37%).

Almost one-fifth (17%) reported that they would, in retrospect, have handled the matter in a different way. Of these, 34 per cent reported they would have made an official complaint, 32 per cent would have confronted the person and 8 per cent would have done something earlier.

Chapter 4

Leaving the Service

This section looks at a series of questions asked of serving firefighters, as well as those that had left the Service, on the steps taken when leaving or thinking about leaving the Service, and if the correct Service procedures had been followed regarding exit interviews for leavers.

Thinking about leaving or transferring from the Service

“This questionnaire, sent to me in the 20th year in the fire service, finds me happy at work with an excellent watch – albeit at a time when working conditions are being attacked and the Service is being starved of money. But I would be annoyed if this fact were used to pretend that the last 19 years, which have frequently been painful and have sometimes made me think every working day of leaving the job, never happened.”

Woman aged 50 years

“I loved my job but as the chairman of the tribunal said, this was poor and unfair treatment right from the start. I wish the chief had been made to resign so this would send a clear message to all firefighters.”

Man aged 52 years who has since left the Service

“It’s taken me a long time to get my confidence back after being in the fire service. A lot of the instructors had no or little people skills and I feel that something should be done about this.”

Man aged 31 years who has since left the Service

“I have always loved doing my job as a firefighter. I joined to help the community, solve emergencies and keep people safe. I was appalled by the unchangingly militaristic nature of my service.”

Man aged 38 years who has since left the Service

“As a sole carer of three young children who were 3, 5 and 8 when I joined the Fire Service, no extra time or consideration was given. At one time, my line manager said it would be better if I left [the Service] or my children would suffer.”

Woman aged 50 years who has since left the Service

More than three in ten (31%) serving respondents reported that they had thought about transferring from their Fire and Rescue Service in the previous 12 months. Day crew staff (42%), day duty staff (39%) and those working the flexible duty system (42%) were most likely to have considered transferring, along with wholetime firefighters (36%)⁸. Finally, higher proportions of lesbian, gay and bisexual staff (44%) and minority ethnic staff (45%) had thought about transferring from their Fire and Rescue Service. Despite high proportions thinking about transferring, only 1 per cent of firefighters did transfer to another Service during that period.

A higher proportion of serving firefighters had thought about leaving the Service altogether rather than transferring in the previous 12 months. Two-fifths (41%) reported that they had thought about leaving the Service, with managers (47%), those with 10 or more years' service (47%), disabled firefighters (54%), graduates (46%), day duty (44%) and those working the flexible duty system (46%) most likely to have thought about leaving the Service.

The survey went on to ask what those respondents had thought about doing should they leave their Fire and Rescue Service. The vast majority had thought about leaving the Service altogether, joining or transferring to another Fire and Rescue Service or moving to another role in the same Service. This information is shown in Table 10 for serving firefighters and those that had left the Service.

Table 10: Thinking about leaving job in the previous 12 months (percent)

Action	Serving respondents	Leavers
Leaving the Service altogether	78	22
Leaving your current Fire and Rescue Service to join another	34	15
Transferring out of your current workplace	12	7
Transferring to a non-operational role in current Fire and Rescue Service	10	1
Retiring	2	–
Transferring to a non-operational role in another Fire and Rescue Service	2	–
Don't know	2	62

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all leavers who didn't retire [185] and serving respondents who have thought of leaving the Service [585])

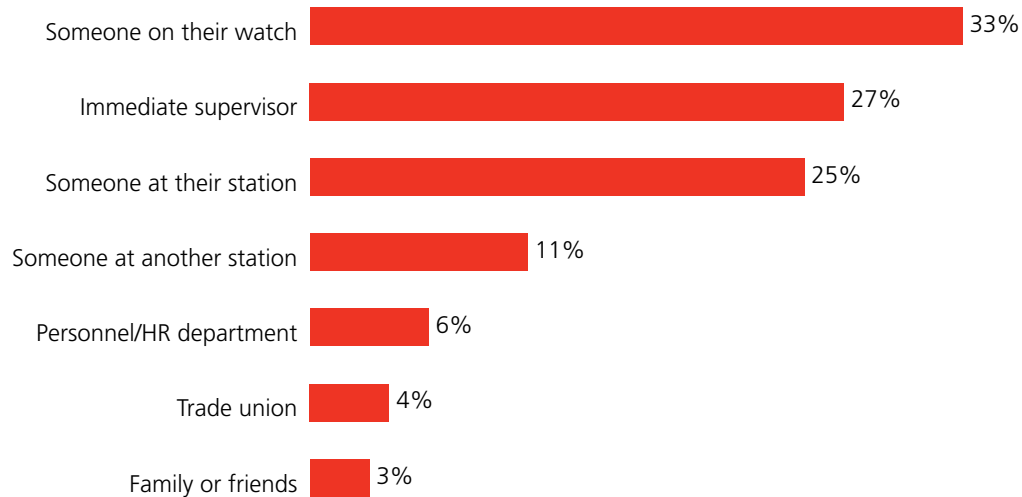
Notes: Where columns do not equate to 100%, this is due to respondents giving more than one answer.

⁸ In contrast, only 17 per cent of retained duty system firefighters thought about leaving the Service.

Talking to someone about leaving

More than one-half (57%) of those that had thought about leaving or transferring from their Service spoke to someone about this. Respondents spoke to a range of different people – both inside and outside work, as Chart 4 shows.

Chart 4: Who respondents speak to when thinking about leaving the Service



Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all respondents, 1,869).

Of those that had since left the Service, three-quarters (75%) were more likely to talk to someone about their situation than those that decided to stay (50%). In particular, leavers typically spoke to their immediate supervisor (53%) or someone in the personnel/HR department (13%), while one-third spoke to someone else at their station (38%) or a trade union representative (7%).

Respondents reported that the overwhelming response when someone was looking to leave was that no action was taken – with 64 per cent of serving firefighters reporting this.

Reasons for wanting to leave or transfer

Respondents gave a variety of reasons why they wanted to leave or transfer from their Fire and Rescue Service. Issues surrounding the management of the Service were strongly represented in the data and verbatim comments regarding why firefighters were looking to leave their current job or workplace. For example, almost three-fifths (58%) of respondents did not feel valued by their Service, while 19 per cent had poor working relationships with senior colleagues. The reasons for wanting to leave or transfer are detailed in Table 11.

Table 11: Reasons for wanting to leave or transfer

Reason	Serving respondents	Leavers
Did not feel valued by the Service	65	38
Job is not what it used to be	51	31
Not satisfied with my job	32	22
Pay and benefits package is not good enough	29	14
Lack of career opportunities	20	12
Poor working relationships with senior colleagues, including immediate senior colleague	17	22
Wanted to leave to take another job altogether	17	9
Lack of training/ educational opportunities	13	6
Leaving the Service was better for me than transferring	11	15
Being bullied or harassed	9	13

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all leavers who didn't retire [185] and serving respondents who have thought of leaving the Service [585])

Notes: Where columns do not equate to 100%, this is due to respondents giving more than one answer.

Men were most likely to report that the job was not what it used to be (46%) and that the pay and benefits package was not good enough (26%). In contrast, women were more likely to state they were being bullied or harassed (26%), did not feel valued by their colleagues (27%) or were being discriminated against (23%) or did not have a good working relationship with colleagues (19%).

What happened to those that left the Service

On leaving the Service, two-thirds of respondents (67%) either went into other employment (48%) or self-employment (19%). In contrast, 11 per cent retired, 6 per cent went travelling and a further 6 per cent looked after family or dependents, while much smaller proportions went back to education or training (3%) or were unemployed (4%).

Those that left the Service were asked to select a statement that came closest to how they felt about the future. One-half of respondents would either come back or would consider coming back, while more than one-third were unlikely to or would not consider returning to the Service. These statements and the answers given by leavers is presented here:

- Would like to come back and work for the Fire and Rescue Service in future (30%)
- Would consider coming back to work if things were different (27%)

- Unlikely to consider working for the Service again (15%)
- Would never consider coming back to work for the Service (12%); and
- Haven't thought about it or don't know (20%).

Exit interviews

Only 37 per cent of leavers received an exit interview when they left the Service, with senior managers (69%) most likely to receive one.

The vast majority of those not receiving an interview reported that they did not know why they were not offered one (65%). In one-fifth of cases (21%) respondents were not offered one, while smaller proportions did not want one (10%) or gave other reasons (2%).

Those that received exit interviews reported that they were typically conducted by a senior officer (56%), line manager (23%) a HR manager (12%) or chief fire officer (7%). The interview typically took place on leaving or shortly after leaving (90%), while the remainder received it sometime after they left the Service (9%).

Chapter 5

Gender Issues

This section looks at the provision of facilities for women firefighters, the provision of work clothing and protective equipment, as well as their experience of pregnancy at work.

Facilities for women firefighters

Issues around the availability of separate toilets, showers, changing rooms and restrooms were highlighted in HM Fire Service Inspectorate's Thematic Review in 1999:

"Each brigade should take positive steps to introduce a culture that values the contribution that can be made to it by women, that facilities required by women firefighters are introduced as a matter of the highest priority and that these aspects are monitored and reported upon by HM Inspectors".⁹

The provision of separate facilities is seen by women in the Service as an important issue therefore they regard the Service's inability to act on this matter as a lack of commitment to gender issues.

The data collected in this research shows that a significant number of women still did not have access to separate dignity facilities at work. However, verbatim comments in the questionnaire highlighted that this was not just an issue for women, but also one that affected men.

"At our training centres...the shared changing room/shower facilities/toilets can be embarrassing for a male as for a female. Also, in a Brigade that appears to issue unisex or female kit (trousers etc) there are clear problems for men (crotch splitting etc)."

Man aged 51 years

"It's just as embarrassing to males to have to share locker rooms and other facilities. None of the training facilities in [my Service] have separate locker rooms."

Man; age withheld

⁹ *Equality and Fairness in The Fire Service – A Thematic Review*, HM Fire Service Inspectorate, page 67, September 1999.

Table 12 shows the extent to which separate facilities existed solely for women at a range of different locations in the Service.

Table 12: Proportion of workplaces with facilities solely for women (percent)

Facilities	Total	Wholetime	Retained
At firefighter's station⁵			
Separate women's toilet(s)	91	97	79
Separate women's shower(s)	79	88	62
Separate women's changing room(s)	50	54	38
Separate women's restroom(s)	19	25	10
At temporary workplaces^{6,7}			
Separate women's toilet(s)	88	93	86
Separate women's shower(s)	78	80	77
Separate women's changing room(s)	54	56	54
Separate women's restroom(s)	24	27	20
Training venues⁸			
Separate women's toilet(s)	90	90	89
Separate women's shower(s)	84	83	83
Separate women's changing room(s)	71	67	78
Separate women's restroom(s)	37	35	35

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all women, 418, [wholetime – 282, retained – 141]).

The following unsolicited verbatim comments were provided by women completing this survey.

"The fire service aim to employ more females but they fail to provide adequate facilities for us. My facilities are all separate: I have showers at one end of the building; toilet – which is disabled/women's – at the other end of the building; and I share the cook's toilet and hair-dryer on the first floor. I think if women knew how bad the facilities were, it would discourage them from applying. I share a locker room with the men but I am comfortable with this, as they are. The facilities on the new PFI stations are excellent though."

Woman; age withheld

¹⁰ All women, including "don't knows".

¹¹ Workplaces where firefighters will cover for absent colleagues, certain shifts etc.

¹² All women, excluding "don't knows".

¹³ All women, excluding "don't knows".

“Acceptance in the Service has improved dramatically in the last 15 years... There is a commitment to recruit from female and minority groups, but facilities do not reflect this commitment. Unisex changing rooms etc, standard of single facilities is poor. The overall picture of the occupation needs to improve further.”

Woman aged 36 years

I have not been on station long but am very happy with how things are going. Not? There isn't separate changing rooms and neither was there at training. But I was pleased (about this as) a lot of banter and discussions happened in the changing rooms which I would have missed out on just for being a woman. I joined the Service to be a firefighter regardless of gender and at my station and on training that's what I was and am seen as, which is fantastic.”

Woman aged 21 years

Work gear for women firefighters

The issue of appropriate work gear was highlighted in the Thematic Review:

“The issue of uniform appropriate to women was not actually being properly and reliably dealt with in any of the brigades, even though managers believed that arrangements were in place. In many cases, women firefighters had simply accepted whatever they were given in order to avoid confrontation. This is a sad reflection when it applies to working rig or undress uniform, as well as a worrying indicator of true commitment to the dignity at work for women in the fire service. It is totally unacceptable when it applies to items of protective clothing, such as operational firefighting uniform.”

The data from the survey showed that only 45 per cent of women respondents reported that Personal Protective Equipment (PPE) had been specifically designed for women. In addition, only 15 per cent said they had boots and 14 per cent said they had gloves that were specifically designed for women. This is presented in Table 13.

Table 13: Proportion of women with work gear specifically designed for women (percent)

Facilities	Total	Wholetime	Retained
PPE	45	48	28
Boots	15	18	11
Gloves	14	14	12
Work wear	56	56	42

Source: Survey of Firefighters and Leavers, ICM 2007 (Base – all women, 418, [wholetime – 282, retained – 141]).

“I transferred from (another Metropolitan) Brigade two years ago after serving 20 years. I have been in (my current Service) now for two years and I didn’t realise how behind (they) were with regards to women firefighters. They have only had female firefighters for eight years. Facilities are? very poor, I can’t get workwear uniform easily and undress uniform is like gold dust (women’s fit). Attitudes to women firefighters are very bad and the general feeling is that they cannot “do the job” this attitude is usually directed to both sexes if they are shorter than “normal”.

Woman aged 40 years

“Correct uniform needs to be provided for women. I have to wear men’s work trousers as we have no women’s Men’s gloves, which often do not fit. Men’s hi-vis jackets which I have to roll my sleeves up.”

Woman aged 29 years

“My Fire and Rescue Service only pays ‘lip service’ to providing female working rig. I have been a firefighter for 14 years and I still don’t have a pair of trousers that fit comfortably!!”

Woman aged 33 years

Experience of pregnancy

Of the 418 women responding to the survey, 91 (22%) reported that they had been pregnant while working as an operational firefighter. These firefighters were asked a series of questions about their experience of being in the Service while pregnant.

It was not uncommon for managers to be lacking in procedural knowledge of the appropriate actions to take when an employee informed them of their pregnancy. Only three-fifths of women (64%) reported that their manager followed the correct procedure when informed of the pregnancy. This was supported by the information that only 63 per cent had a health and safety check done on their duties and a similar proportion reported that their manager lacked knowledge about maternity entitlements and benefits (43%).

Where a health and safety check was undertaken, 75 per cent of women reported that risks – such as amended work duties, being moved to another job, changed shift pattern, changed work environment – were identified. Furthermore, women reported that as a result of their pregnancy:

- Changes were made to certain duties or these were cut down (62%)
- They were treated more sympathetically about the tasks they were asked to perform (47%)
- They were allowed more flexibility in terms of the hours worked (46%)
- They were allowed to work from home more often (10%).

Women were also asked about their manager's response to being told they were pregnant. More than three-fifths reported that their manager "handled the situation very well" (61%) and almost three-quarters of women (73%) reported that their line manager was "happy" or "pleased" for them, was "sympathetic or supportive" (40%) and discussed arrangements for maternity leave "in a positive way" (36%). Almost one-half of women (42%) reported that they were given "a less demanding job" and more than two-fifths reported that a risk assessment was conducted (47%).

However, almost three in 10 reported that they were put under pressure to take a non-operational job in the Service (29%) and 13 per cent reported that managers were "unsupportive". A further 9 per cent said they were treated with less respect or said that their manager was "unsure" as to what to do (8%) or that they were "annoyed or angry" (5%) or unhappy about letting me take maternity leave (4%).

"It would be (an) advantage if Fire and Rescue Service had a procedure for pregnancy within the Brigade.

Woman aged 32 years

"With regards to pregnancy, I did feel like I was wrenched away from the watch and my place of work without any consultation. I lost touch with colleagues, changes to procedures, training and generally station life in general. Going back to work felt like starting all over again, as a new recruit! There was never any mention of flexible working."

Woman aged 33 years

"Pregnancy experience has differed greatly under different managers (principal officers). 1st child: all dealt with very badly and made to work shifts that meant more time working than on existing shifts (not light duties). 2nd child: different staff – a lot more logical in approach. Shifts: made to alter again but this time with thought given to the reasons why on light duties. A much happier experience. Policies only just in place and very vague (covers office staff as well as operations). "

Woman; age withheld

"I had two miscarriages and was treated very differently to my wholetime colleagues. I had no support at all from my brigade."

Woman; age withheld

"I would like to say, even though I had a bad start to the fire brigade, once I moved stations it was like a new job. Everyone was great and I loved working. Since having a baby and a miscarriage the brigade have been very supportive and met all of my needs."

Woman, aged 36 years

Appendix 1

Respondent profile

The following data details the demographic and other characteristics of the 1,869 respondents to the survey. All figures show unweighted data, some percentages may add up to more than 100 due to rounding.

Demographic and other characteristics of those responding to the survey (percent)	
Age (years)	
18-24	4
25-34	21
35-44	34
45-54	32
55-65	8
Refused	1
Gender	
Female	22
Male	76
Refused	2
Job title*	
Firefighter	51
Manager	39
Senior Manager	5
Trainee firefighter/trainer	4
Other	1
Duty system	
Shift duty	49
Retained duty	28
Flexible duty	10
Day duty	8
Day Crewing	3
Other	2
Length of service	
0-4 years	19
5-9 years	16
10+ years	64
Unknown	1

*"Firefighters" include; firefighters. "Managers" include; crew, watch and station managers. "Senior Managers" include; group, area, brigade, Assistant Commissioner and CFO. "Trainee firefighters/trainers" include trainee firefighters, trainers. "Other" include: all others.

Demographic and other characteristics of those responding to the survey (percent) (continued)	
Region	
North East	7
North West	12
Yorks. & Humberside	12
West Midlands	9
Eastern	7
London and South East	30
South West	14
East Midlands	6
Unknown	4
Disability	
Disabled	4
Not disabled	94
Prefer not to say	1
Ethnicity	
White	95
Mixed race	1
Black and Black British	1
Other	1
Prefer not to say	3
Religion	
Christian	66
Atheist/non-believer	8
Other	3
Prefer not to say	24
Sexuality	
Heterosexual	89
Lesbian, gay	2
Bisexual	1
Prefer not to say	8

Appendix 2

Survey of Serving Firefighters

BACKGROUND INFORMATION	
1. Which of the following shift systems do you work?	<div style="text-align: right;">(12)</div> <input type="checkbox"/> Shift duty system <input type="checkbox"/> Day Crewing duty system <input type="checkbox"/> Day duty system <input type="checkbox"/> Flexible duty system <input type="checkbox"/> Retained duty system <input type="checkbox"/> Other – please state <hr style="width: 100%;"/>
2. Are you...	<div style="text-align: right;">(13)</div> <input type="checkbox"/> Female <input type="checkbox"/> Male
3. So we can make sure we have responses from around the country, can you please give the <u>first part</u> of your WORKPLACE postcode	<div style="text-align: right;">(14-17)</div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="display: flex; gap: 5px;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div> <div style="display: flex; gap: 5px;"> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> </div> </div> <p style="text-align: center; margin-top: 5px;">If you do not know the post code, please state the town or county</p> <hr style="width: 100%;"/>
4. In which year did you become a firefighter?	<div style="text-align: right;">(18-21)</div> <div style="display: flex; justify-content: center; gap: 10px;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>
5. What is your current job title or role?	<div style="text-align: right;">(22-23)</div> <input type="checkbox"/> Trainee firefighter <input type="checkbox"/> Firefighter <input type="checkbox"/> Crew manager <input type="checkbox"/> Watch manager <input type="checkbox"/> Station manager <input type="checkbox"/> Group manager <input type="checkbox"/> Area manager <input type="checkbox"/> Other – please state <hr style="width: 100%;"/>
6. Which ONE of the following best describes what you were doing before you joined Fire and Rescue Service (FRS)?	<div style="text-align: right;">(24-25)</div> <input type="checkbox"/> I joined straight from school <input type="checkbox"/> I joined straight from college or university <input type="checkbox"/> I was unemployed <input type="checkbox"/> I joined the service after a career break <input type="checkbox"/> I was working in another job - state below <hr style="width: 100%;"/> <input type="checkbox"/> Other – please state <hr style="width: 100%;"/>

PROMOTION

14. How important, if at all, would you say achieving promotion was to you when you first joined the service? (35)

Not important at all
 Fairly unimportant
 Neither unimportant nor important
 Fairly important
 Very important

15. How important, if at all, would you say achieving promotion is to you now? (36)

Not important at all
 Fairly unimportant
 Neither unimportant nor important
 Fairly important
 Very important

16. Have you applied, or considered applying, for any promotions or assessment and development centres since you joined the service? (37)

No – go to Q17
 Yes, applied for – go to Q18
 Yes, considered applying for – go to Q18

17. If you have not applied or considered applying for any promotions or assessment centres, why is that? (38-39)

I've not been in the service long enough
 I am happy in my present role/job at the moment
 There is pressure from colleagues not to seek promotion
 I am unable to get a recommendation from my line manager
 I have no confidence in the promotion process
 I think that my gender will stop me from getting promotion
 I think that my ethnicity will stop me from getting promotion
 I think that my sexuality will stop me from getting promotion
 I think that my age will stop me from getting promotion
 I think that my disability will stop me from getting promotion
 I think that my religion or beliefs will stop me from getting promotion
 Other - please state _____

18. If you have applied for promotion in the PAST FIVE YEARS, please write in: (40-59)

The role applied for	Year applied	Were you successful?
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know

BEING A FIREFIGHTER

19. Do you know if your Fire and Rescue Service has a written policy on any of the following? PLEASE TICK ALL THAT APPLY (60)

Attendance at work
 Bullying and harassment
 Diversity
 Health and safety
 Flexible working
 Sickness absence
 Maternity and paternity

20. Since your initial training, have you received any training or development on any of the following FRS policies and procedures? PLEASE TICK ALL THAT APPLY (61)

Attendance at work
 Bullying and harassment
 Diversity
 Health and safety
 Flexible working
 Sickness absence
 Maternity and paternity

21. To what extent do you disagree or agree that firefighters require the following skills or qualities?

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	
1. Good decision-making abilities	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(62)
2. Physical strength	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(63)
3. Ability to work in a team	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(64)
4. Bravery	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(65)
5. Manual dexterity	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(66)
6. Having a sense of humour	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(67)
7. Problem solving	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(68)
8. Self-discipline	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(69)
9. Emotionally strong	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(70)
10. Height (ie being tall)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(71)
Other (please state below)	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(72+)

22. To what extent do you think it is unimportant or important to attract workers from a diverse background? For example, men, women, people from ethnic minorities, people who are gay or lesbian, people with disabilities, people from different age ranges and different religions or beliefs. (75)

Unimportant
 Neither unimportant nor important
 Important

23. Using the scale, please state how strongly you disagree or agree with these statements.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	
I am happy at work	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(12)
I feel an equal part of the team	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(13)
I am invited to socialise with my colleagues	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(14)
I am thinking about leaving the service	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(15)
I do not find the work enjoyable	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(16)
I find the work challenging	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(17)
I do not feel valued by my colleagues	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(18)
I feel valued by my FRS	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(19)
If asked, I would speak highly of my FRS	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	(20)

24. How would you rate your working relationship with the following people?

	Not Applicable	Very poor	Poor	Neither poor or good	Good	Very good
1. Firefighters on your watch	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (21)
2. Firefighters at your station	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (22)
3. Firefighters outside your station	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (23)
4. Your watch manager	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (24)
5. Your station manager	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (25)
6. Principal officers	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (26)
7. Control staff	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (27)
8. Staff at HQ (inc support and admin)	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (28)

25. What, if any, are the THREE MOST POSITIVE things about being in the service? (29-37)

1. _____

2. _____

3. _____

26. What, if any, are the THREE MOST NEGATIVE things about being in the service? (38-46)

1. _____

2. _____

3. _____

27. In the past 12 months to what extent, if at all, have you seen or heard the following behaviours between FRS staff?

1. Unwelcome comments about someone's appearance, body or personal characteristics	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(47)
2. Unwelcome gestures, body language or physical contact	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(48)
3. Pornographic or sexually explicit material (eg photos, magazines, DVDs, videos etc) being sent to or displayed at work	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(49)
4. Bullying or harassment	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(50)
5. A verbal assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(51)
6. A physical assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(52)
7. A sexual assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(53)
8. Saying or making someone feel they would be treated differently in return for having or not having a sexual relationship with a work colleague.	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(54)
9. Unwelcome attempts to establish a sexual relationship despite discouragement	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(55)
10. Discrimination against someone as a result of	Never	Rarely	Sometimes	Often	All the time	(56-61)
i their gender	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
ii their race	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iii their religion or beliefs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iv their sexuality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
v their age	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
vi their disability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	

28. In the past 12 months to what extent, if at all, have any of the following happened to YOU from your FRS colleagues?

1. Unwelcome comments about your appearance, body or personal characteristics	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(62)
2. Unwelcome gestures, body language or physical contact	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(63)
3. Pornographic or sexually explicit material (eg photos, magazines, DVDs, videos etc) being sent to or displayed at work?	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(64)
4. Behaviours that made you feel bullied or harassed	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(65)
5. Verbally assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(66)
6. Physically assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(67)
7. Sexually assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(68)
8. A work colleague saying or making you feel that you would be treated differently in return for having or not having a sexual relationship with them	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(69)
9. Unwelcome attempts to establish a sexual relationship despite discouragement	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(70)
10. Discrimination against you as a result of	Never	Rarely	Sometimes	Often	All the time	(71-76)
i your gender	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
ii your race	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iii your religion or beliefs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iv your sexuality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
v your age	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
vi your disability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	

Card 3 (12-13)

29. Generally speaking, who was responsible for these behaviours towards you listed at Question 28? PLEASE TICK ALL THAT APPLY

- 1 Not applicable
- 2 Firefighters on your watch
- 3 Firefighters at your station
- 4 Firefighters outside your station
- 5 Line managers
- 6 Instructors
- 7 People senior to you
- 8 Someone junior to you
- 9 Another person – please state

<p>30. How did these behaviours make you feel? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(14-15)</p> <p>¹ <input type="checkbox"/> I no longer enjoyed my work ² <input type="checkbox"/> I didn't do my job as well as before ³ <input type="checkbox"/> I thought about leaving the service ⁴ <input type="checkbox"/> I had health problems ⁵ <input type="checkbox"/> I did not want to go to work ⁶ <input type="checkbox"/> I felt humiliated ⁷ <input type="checkbox"/> I felt lonely or isolated at work ⁸ <input type="checkbox"/> It affected my confidence at work ⁹ <input type="checkbox"/> It affected my confidence outside work ⁰ <input type="checkbox"/> It did not bother me ¹ <input type="checkbox"/> Other – please state</p>
<p>31. Who, if anyone, did you tell what was happening to you? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(16-17)</p> <p>¹ <input type="checkbox"/> I did not tell anyone ² <input type="checkbox"/> My line manager ³ <input type="checkbox"/> A senior manager ⁴ <input type="checkbox"/> A FRS colleague at my workplace ⁵ <input type="checkbox"/> A FRS colleague at another workplace ⁶ <input type="checkbox"/> My trade union rep ⁷ <input type="checkbox"/> My partner or spouse ⁸ <input type="checkbox"/> Someone else – please state</p>
<p>32. If you didn't tell anyone within your FRS what was happening to you, why was that? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(18-20)</p> <p>¹ <input type="checkbox"/> I did not know how to make a complaint ² <input type="checkbox"/> I did not know my rights ⁴ <input type="checkbox"/> I did not want to lose control of the situation ⁵ <input type="checkbox"/> I didn't think anything would be done about it ⁶ <input type="checkbox"/> I didn't think I would be believed ⁷ <input type="checkbox"/> I was afraid of the person involved ⁸ <input type="checkbox"/> I didn't think it was that important ⁰ <input type="checkbox"/> I didn't want to go through the complaints procedure ¹ <input type="checkbox"/> I thought I could handle the situation myself ⁴ <input type="checkbox"/> I thought my manager would over-react ⁵ <input type="checkbox"/> I was persuaded not to make a complaint by a colleague ⁶ <input type="checkbox"/> I was persuaded not to make a complaint by a senior colleague ⁸ <input type="checkbox"/> The person concerned left the service ⁹ <input type="checkbox"/> The person concerned was moved to another job ⁰ <input type="checkbox"/> I moved roles in the FRS ¹ <input type="checkbox"/> Other – please state</p>
<p>33. If you did make a complaint, did you suffer any negative consequences? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(21)</p> <p>¹ <input type="checkbox"/> I did not make a complaint – go to Q35 ² <input type="checkbox"/> No – go to Q36 ³ <input type="checkbox"/> Yes – during the process ⁴ <input type="checkbox"/> Yes – afterwards</p>
<p>34. What happened?</p>	<p style="text-align: right;">(22-24)</p> <p style="text-align: right;">If necessary, continue on a separate sheet</p>

35. If you reported these behaviours how well was it handled by...						
	Did not report incident to this person	Very poorly	Poor	Neither poorly nor well	Well	Very well
Your line manager	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (25)
A senior manager	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (26)
Other (please state below)						
_____	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (27)
_____	0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/> (28+)
(30-31)						
36. What did you do to stop the behaviours? PLEASE TICK ALL THAT APPLY	1 <input type="checkbox"/> I did not do anything to stop the behaviour – go to Q39 2 <input type="checkbox"/> I did not know what to do 3 <input type="checkbox"/> I ignored the behaviour 4 <input type="checkbox"/> I avoided the person if I could 5 <input type="checkbox"/> I asked the person to stop 6 <input type="checkbox"/> I made a formal complaint to a senior colleague 7 <input type="checkbox"/> I made an informal complaint to a senior colleague 8 <input type="checkbox"/> I asked to be moved somewhere else 9 <input type="checkbox"/> I approached my trade union to deal with the situation 0 <input type="checkbox"/> Other – please state _____					
37. Did this stop the behaviour?	1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No					(32)
38. If you did challenge the behaviours, what happened?						
(33-35)						
If necessary, continue on a separate sheet						
39. On reflection, would you have handled things in a different way?						
1 <input type="checkbox"/> Yes 2 <input type="checkbox"/> No					(36)	
40. What would you have done differently and why is that?						
(37-42)						
If necessary, continue on a separate sheet						

LEAVING OR TRANSFERRING

41. In the past 12 months, have you ever thought about <u>transferring</u> from your FRS?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	(43)
42. In the past 12 months, have you <u>transferred</u> to another FRS?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	(44)
43. In the past 12 months, have you ever thought about <u>leaving</u> the FRS altogether and get a job doing something else?	<input type="checkbox"/> Yes <input type="checkbox"/> No – go to the end of page 12 <input type="checkbox"/> Don't know	(45)
44. If you have thought about leaving or transferring, which of the following best describes what you were thinking about doing? PLEASE TICK ALL THAT APPLY	<input type="checkbox"/> Leaving the FRS altogether <input type="checkbox"/> Leaving your current FRS to join another FRS <input type="checkbox"/> Transferring out of your current workplace <input type="checkbox"/> Transferring to a non-operational role in your FRS <input type="checkbox"/> Transferring to a non-operational role in another FRS <input type="checkbox"/> Other – please state <hr style="width: 20%; margin-left: auto; margin-right: 0;"/>	(46-47)
45. If you have ever thought about transferring or leaving, why was that? PLEASE TICK ALL THAT APPLY	<input type="checkbox"/> I moved house or moved to another area <input type="checkbox"/> I was not satisfied with my job <input type="checkbox"/> Lack of career opportunities <input type="checkbox"/> Lack of training/educational opportunities <input type="checkbox"/> I did not feel valued by the service <input type="checkbox"/> I did not feel valued by my colleagues <input type="checkbox"/> I had poor working relationships with colleagues <input type="checkbox"/> I had poor working relationships with senior colleagues, including immediate senior colleague <input type="checkbox"/> I was being discriminated against <input type="checkbox"/> I was being bullied or harassed <input type="checkbox"/> The pay and benefits package is not good enough <input type="checkbox"/> The job is not what I thought it would be <input type="checkbox"/> The job is not what it used to be <input type="checkbox"/> I wanted to leave to take another job altogether <input type="checkbox"/> I thought that leaving the service was better for me than transferring <input type="checkbox"/> Other – please state <hr style="width: 20%; margin-left: auto; margin-right: 0;"/>	(48-50)
46. During the time when you thought about leaving or transferring, did you actively look for other jobs?	<input type="checkbox"/> No <input type="checkbox"/> Yes – elsewhere in the FRS <input type="checkbox"/> Yes – another job outside the FRS	(51)

<p>47. Did you talk to anyone in the FRS when you were thinking about leaving or transferring? PLEASE TICK ALL THAT APPLY</p>	<p>(52-53)</p> <ul style="list-style-type: none"><input type="checkbox"/> ¹ No – please go to Q49<input type="checkbox"/> ² Yes – your immediate supervisor<input type="checkbox"/> ³ Yes – someone on your watch<input type="checkbox"/> ⁴ Yes – someone at your station<input type="checkbox"/> ⁵ Yes – someone at another station<input type="checkbox"/> ⁶ Yes – Personnel/HR department<input type="checkbox"/> ⁷ Yes – Your trade union<input type="checkbox"/> ⁸ Yes – Another person or organisation – please state <hr/>
<p>48. What was the outcome of this discussion? PLEASE TICK ALL THAT APPLY</p>	<p>(54-55)</p> <ul style="list-style-type: none"><input type="checkbox"/> ¹ I transferred to a non-operational role<input type="checkbox"/> ² I left the service all together<input type="checkbox"/> ³ My line manager dealt with the situation (eg bullying/harassment)<input type="checkbox"/> ⁴ Another line manager dealt with the situation (eg bullying/harassment)<input type="checkbox"/> ⁵ No other action was taken<input type="checkbox"/> ⁶ Other – please state <hr/>
<p>49. If you did not talk to someone about leaving or transferring, was this because you...</p> <p>PLEASE TICK ALL THAT APPLY</p>	<p>(56)</p> <ul style="list-style-type: none"><input type="checkbox"/> ¹ Did not think anyone would be able to do anything<input type="checkbox"/> ² Were determined to leave<input type="checkbox"/> ³ Didn't know who to talk to<input type="checkbox"/> ⁵ Didn't want to talk about it<input type="checkbox"/> ⁶ Don't know<input type="checkbox"/> ⁷ Other – please state <hr/>
<p>IF YOU ARE MALE, PLEASE GO TO QUESTION 63</p> <p>IF YOU ARE FEMALE, PLEASE GO TO QUESTION 50</p>	

QUESTIONS FOR FEMALE FIREFIGHTERS

50. Does your station have any of the following facilities <u>solely</u> for female firefighters?	Yes	No	(71-74)
	<input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2	Separate female toilet(s) Separate female shower(s) Separate female changing room(s) Separate female restroom(s)
51. When you were last <u>working temporarily at another station</u>, did that station have any of the following facilities <u>solely</u> for female firefighters?	Yes	No	(75-78)
	<input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2	Separate female toilet(s) Separate female shower(s) Separate female changing room(s) Separate female restroom(s)
52. When you were last on a <u>protracted incident</u>, did you have any of the following facilities <u>solely</u> for female firefighters?	Yes	No	Card 4 (12-15)
	<input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2	Separate female toilet(s) Separate female shower(s) Separate female changing room(s) Separate female restroom(s)
53. When you were last at a <u>training venue</u>, did you have any of the following facilities <u>solely</u> for female firefighters?	Yes	No	(16-19)
	<input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2	Separate female toilet(s) Separate female shower(s) Separate female changing room(s) Separate female restroom(s)
54. Are you (or were you) provided with any of the following clothing and equipment <u>specifically designed</u> for women to wear?	Yes	No	(20-23)
	<input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1 <input type="checkbox"/> 1	<input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2 <input type="checkbox"/> 2	PPE Boots Gloves Work wear
55. While you have been (or while you were) an operational firefighter, have you ever been pregnant?	<input type="checkbox"/> Yes	<input type="checkbox"/> No – go to Q63	(24)
56. What was the response of your managers when you told them of your pregnancy? PLEASE TICK ALL THAT APPLY	(25-26)		
	<input type="checkbox"/> 1 Happy / pleased for me <input type="checkbox"/> 2 Sympathetic / supportive <input type="checkbox"/> 3 Conducted a risk assessment <input type="checkbox"/> 4 Gave me a less demanding job <input type="checkbox"/> 5 Annoyed or angry <input type="checkbox"/> 6 Unsupportive <input type="checkbox"/> 7 Discussed arrangements for maternity leave in a positive way <input type="checkbox"/> 8 Other – please state <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> <input type="checkbox"/> 9 Don't know/can't remember		

<p>57. When you told your manager that you were pregnant, would you say that.....</p> <p>PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(27-28)</p> <p><input type="checkbox"/> Your manager handled the situation very well</p> <p><input type="checkbox"/> You were put under pressure to hand in your notice</p> <p><input type="checkbox"/> You were put under pressure to take a non-operational job in the service</p> <p><input type="checkbox"/> You were put under pressure to take holiday leave</p> <p><input type="checkbox"/> Your manager lacked knowledge about maternity entitlements and benefits</p> <p><input type="checkbox"/> Your manager was unhappy about letting you take maternity leave</p> <p><input type="checkbox"/> Other – please state</p> <hr/>
<p>58. As a result of your pregnancy, did your <u>manager</u> treat you in any of the following ways?</p> <p>PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(29-30)</p> <p><input type="checkbox"/> I was treated more sympathetically about the tasks I was asked to perform</p> <p><input type="checkbox"/> I was allowed more flexibility in terms of the hours I worked</p> <p><input type="checkbox"/> I was made to work from home more often</p> <p><input type="checkbox"/> I was allowed to work from home more often</p> <p><input type="checkbox"/> I was treated with less respect</p> <p><input type="checkbox"/> I had to change or cut down on certain duties</p> <p><input type="checkbox"/> I was treated differently in some other way – please state</p> <hr/>
<p>59. Did you think that the correct procedure was followed when you told your manager that you were pregnant?</p>	<p style="text-align: right;">(31)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>60. After you told your manager you were pregnant, did they do a health and safety check on your duties.</p>	<p style="text-align: right;">(32)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>61. Were any risks identified as a result of this assessment?</p>	<p style="text-align: right;">(33)</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know</p>
<p>62. What action was taken to reduce any identified risks?</p>	<p style="text-align: right;">(34-35)</p> <p><input type="checkbox"/> No action was taken</p> <p><input type="checkbox"/> Moved me to another job</p> <p><input type="checkbox"/> Told to stay at home on full pay</p> <p><input type="checkbox"/> Changed my shift pattern</p> <p><input type="checkbox"/> Changed work environment (e.g. new chair, moved to ground floor)</p> <p><input type="checkbox"/> Amended work duties</p> <p><input type="checkbox"/> Other - please state</p> <hr/>

ANY OTHER INFORMATION

63. If you have any additional information you would like to provide about your experience of working in the fire service, please give it here. ()

Continue on a separate sheet as necessary

ABOUT YOU

This final section of the survey asks a few more questions about you. These are important questions that will allow us to see how different types of people have answered the survey. Please remember, all the information you give here will be treated in the strictest of confidence

64. How old are you?	<input type="text"/> <input type="text"/> years	(36-37)
65. What is the highest level of academic qualification you have?	¹ <input type="checkbox"/> No formal qualifications ² <input type="checkbox"/> CSE/GCSE/GCE, O levels, NVQ 1-3 ³ <input type="checkbox"/> A levels, NVQ 4 ⁴ <input type="checkbox"/> Degree (ie BA, BSc), NVQ 5 ⁵ <input type="checkbox"/> Masters degree / PhD ⁶ <input type="checkbox"/> Other – please state _____	(38)
66. Do you have any children aged 16 or under?	¹ <input type="checkbox"/> Yes ² <input type="checkbox"/> No	(39)
67. Do you have caring responsibilities for any adults?	¹ <input type="checkbox"/> Yes ² <input type="checkbox"/> No	(40)
68. Do you have a physical or mental impairment that has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities?	¹ <input type="checkbox"/> Yes ² <input type="checkbox"/> No	(41)

<p>69. Which one of the following best describes your ethnic origin?</p> <p>White <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Other – please state _____</p> <p>Mixed race <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Other – please state _____</p> <p>Chinese <input type="checkbox"/> Chinese</p> <p>Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other – please state _____</p> <p>Black and Black British <input type="checkbox"/> Black Caribbean <input type="checkbox"/> Black African <input type="checkbox"/> Other – please state _____</p> <p>Other ethnic group <input type="checkbox"/> Other – please state _____</p> <p><input type="checkbox"/> Prefer not to say</p>	<p>(42-43)</p>
<p>70. Which one of the following best describes your religion?</p> <p><input type="checkbox"/> Buddhist <input type="checkbox"/> Jewish <input type="checkbox"/> Other – please state _____ <input type="checkbox"/> Christian <input type="checkbox"/> Muslim <input type="checkbox"/> Prefer not to say <input type="checkbox"/> Hindu <input type="checkbox"/> Sikh</p>	<p>(44)</p>
<p>71. Which one of the following best describes your sexuality</p> <p><input type="checkbox"/> Prefer not to say <input type="checkbox"/> Heterosexual <input type="checkbox"/> Bisexual <input type="checkbox"/> Lesbian/Gay <input type="checkbox"/> Other (please state) _____</p>	<p>(45)</p>
<p>Many thanks for taking part in this survey. Please be assured that none of the answers you have given will be given to your FRS or any other person.</p> <p>Please return the questionnaire in the FREEPOST envelope provided.</p>	
<p>ICM will be undertaking some confidential follow-up research with firefighters. Would you be interested in taking part in this? Even if you tick “yes” now, you can change your mind later and not take part in the research <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Please provide your name and home telephone so that we can contact you should we need to Name: _____ Telephone number: _____</p>	

Appendix 3

Survey of firefighters that have left the service

BACKGROUND INFORMATION	
<p>1. When you left the Fire and Rescue Service (FRS), which of the following shift systems were you working?</p>	<div style="text-align: right;">(12)</div> <p> <input type="checkbox"/> Shift duty system <input type="checkbox"/> Day Crewing duty system <input type="checkbox"/> Day duty system <input type="checkbox"/> Flexible duty system <input type="checkbox"/> Retained duty system <input type="checkbox"/> Other – please state </p> <hr/>
<p>2. Are you...</p>	<div style="text-align: right;">(13)</div> <p> <input type="checkbox"/> Female <input type="checkbox"/> Male </p>
<p>3. So we can make sure we have responses from around the country, can you please give the first part of the postcode of the FRS location that you last worked at</p>	<div style="text-align: right;">(14-17)</div> <p> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> </p> <p>If you do not know the post code, please state the town or county</p> <hr/>
<p>4. In which year did you become a firefighter? And which year did you leave the service</p>	<div style="text-align: right;">(18-21)</div> <p>Year you became a firefighter</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p> <p>Year you left the service</p> <p style="text-align: center;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </p>
<p>5. What was your last job title or role in the FRS?</p>	<div style="text-align: right;">(22-23)</div> <p> <input type="checkbox"/> Trainee firefighter <input type="checkbox"/> Firefighter <input type="checkbox"/> Crew manager <input type="checkbox"/> Watch manager <input type="checkbox"/> Station manager <input type="checkbox"/> Group manager <input type="checkbox"/> Area manager <input type="checkbox"/> Other – please state </p> <hr/>
<p>6. Which ONE of the following best describes what you were doing before you joined FRS?</p>	<div style="text-align: right;">(24-25)</div> <p> <input type="checkbox"/> I joined straight from school <input type="checkbox"/> I joined straight from college or university <input type="checkbox"/> I was unemployed <input type="checkbox"/> I joined the service after a career break <input type="checkbox"/> I was working in another job - state below </p> <hr/> <p> <input type="checkbox"/> Other – please state </p> <hr/>

PROMOTION

14. How important, if at all, would you say achieving promotion was to you when you first joined the service? (35)

Not important at all
 Fairly unimportant
 Neither unimportant nor important
 Fairly important
 Very important

15. How important, if at all, would you say achieving promotion was when you left the service? (36)

Not important at all
 Fairly unimportant
 Neither unimportant nor important
 Fairly important
 Very important

16. Did you apply, or consider applying, for any promotions or assessment and development centres when you were in the service? (37)

No – go to Q17
 Yes, applied for – go to Q18
 Yes, considered applying for – go to Q18

17. If you did not apply or consider applying for any promotions or assessment centres, why was that? (38-39)

I was not in the service long enough
 I was happy in my role/job at that time
 There was pressure from colleagues not to seek promotion
 I was unable to get a recommendation from my line manager
 I had no confidence in the promotion process
 I thought that my gender would stop me from getting promotion
 I thought that my ethnicity would stop me from getting promotion
 I thought that my sexuality would stop me from getting promotion
 I thought that my age would stop me from getting promotion
 I thought that my disability would stop me from getting promotion
 I thought that my religion or beliefs would stop me from getting promotion
 Other - please state

18. If you applied for promotion in your LAST FIVE YEARS in the service, please write in: (40-59)

The role applied for	Year applied	Were you successful?
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know
_____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know

BEING A FIREFIGHTER																																																																									
<p>19. Do you know if your FRS had a written policy on any of the following? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(60)</p> <p>¹<input type="checkbox"/> Attendance at work ²<input type="checkbox"/> Bullying and harassment ³<input type="checkbox"/> Diversity ⁴<input type="checkbox"/> Health and safety ⁵<input type="checkbox"/> Flexible working ⁶<input type="checkbox"/> Sickness absence ⁷<input type="checkbox"/> Maternity and paternity</p>																																																																								
<p>20. After your initial training, did you receive any training or development on any of the following FRS policies and procedures? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(61)</p> <p>¹<input type="checkbox"/> Attendance at work ²<input type="checkbox"/> Bullying and harassment ³<input type="checkbox"/> Diversity ⁴<input type="checkbox"/> Health and safety ⁵<input type="checkbox"/> Flexible working ⁶<input type="checkbox"/> Sickness absence ⁷<input type="checkbox"/> Maternity and paternity</p>																																																																								
<p>21. To what extent do you disagree or agree that firefighters require the following skills or qualities?</p>																																																																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%; text-align: center;">Strongly disagree</th> <th style="width: 10%; text-align: center;">Disagree</th> <th style="width: 10%; text-align: center;">Neither disagree nor agree</th> <th style="width: 10%; text-align: center;">Agree</th> <th style="width: 10%; text-align: center;">Strongly agree</th> </tr> </thead> <tbody> <tr> <td>1. Good decision-making abilities</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (62)</td> </tr> <tr> <td>2. Physical strength</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (63)</td> </tr> <tr> <td>3. Ability to work in a team</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (64)</td> </tr> <tr> <td>4. Bravery</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (65)</td> </tr> <tr> <td>5. Manual dexterity</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (66)</td> </tr> <tr> <td>6. Having a sense of humour</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (67)</td> </tr> <tr> <td>7. Problem solving</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (68)</td> </tr> <tr> <td>8. Self-discipline</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (69)</td> </tr> <tr> <td>9. Emotionally strong</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (70)</td> </tr> <tr> <td>10. Height (ie being tall)</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (71)</td> </tr> <tr> <td>Other (please state below)</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (72+)</td> </tr> </tbody> </table>		Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree	1. Good decision-making abilities	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (62)	2. Physical strength	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (63)	3. Ability to work in a team	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (64)	4. Bravery	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (65)	5. Manual dexterity	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (66)	6. Having a sense of humour	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (67)	7. Problem solving	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (68)	8. Self-discipline	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (69)	9. Emotionally strong	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (70)	10. Height (ie being tall)	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (71)	Other (please state below)	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (72+)	
	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree																																																																				
1. Good decision-making abilities	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (62)																																																																				
2. Physical strength	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (63)																																																																				
3. Ability to work in a team	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (64)																																																																				
4. Bravery	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (65)																																																																				
5. Manual dexterity	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (66)																																																																				
6. Having a sense of humour	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (67)																																																																				
7. Problem solving	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (68)																																																																				
8. Self-discipline	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (69)																																																																				
9. Emotionally strong	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (70)																																																																				
10. Height (ie being tall)	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (71)																																																																				
Other (please state below)	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (72+)																																																																				
<p>22. To what extent do you think it is unimportant or important for the FRS to attract workers from a diverse background? For example, men, women, people from ethnic minorities, people who are gay or lesbian, people with disabilities, people from different age ranges and different religions or beliefs.</p>	<p style="text-align: right;">(75)</p> <p>¹<input type="checkbox"/> Unimportant ²<input type="checkbox"/> Neither unimportant nor important ³<input type="checkbox"/> Important</p>																																																																								
<p>23. Using the scale, please state how strongly you disagree or agree with these statements about your time as a firefighter</p>																																																																									
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 10%; text-align: center;">Strongly disagree</th> <th style="width: 10%; text-align: center;">Disagree</th> <th style="width: 10%; text-align: center;">Neither disagree or agree</th> <th style="width: 10%; text-align: center;">Agree</th> <th style="width: 10%; text-align: center;">Strongly agree</th> </tr> </thead> <tbody> <tr> <td>I was happy at work</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (12)</td> </tr> <tr> <td>I felt an equal part of the team</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (13)</td> </tr> <tr> <td>I was invited to socialise with my colleagues</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (14)</td> </tr> <tr> <td>I thought about leaving the service</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (15)</td> </tr> <tr> <td>I did not find the work enjoyable</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (16)</td> </tr> <tr> <td>I found the work challenging</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (17)</td> </tr> <tr> <td>I did not feel valued by my colleagues</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (18)</td> </tr> <tr> <td>I felt valued by my FRS</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (19)</td> </tr> <tr> <td>If asked, I would speak highly of my FRS</td> <td style="text-align: center;">¹<input type="checkbox"/></td> <td style="text-align: center;">²<input type="checkbox"/></td> <td style="text-align: center;">³<input type="checkbox"/></td> <td style="text-align: center;">⁴<input type="checkbox"/></td> <td style="text-align: center;">⁵<input type="checkbox"/> (20)</td> </tr> </tbody> </table>		Strongly disagree	Disagree	Neither disagree or agree	Agree	Strongly agree	I was happy at work	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (12)	I felt an equal part of the team	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (13)	I was invited to socialise with my colleagues	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (14)	I thought about leaving the service	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (15)	I did not find the work enjoyable	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (16)	I found the work challenging	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (17)	I did not feel valued by my colleagues	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (18)	I felt valued by my FRS	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (19)	If asked, I would speak highly of my FRS	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (20)	<p style="text-align: right;">card 2</p>												
	Strongly disagree	Disagree	Neither disagree or agree	Agree	Strongly agree																																																																				
I was happy at work	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (12)																																																																				
I felt an equal part of the team	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (13)																																																																				
I was invited to socialise with my colleagues	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (14)																																																																				
I thought about leaving the service	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (15)																																																																				
I did not find the work enjoyable	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (16)																																																																				
I found the work challenging	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (17)																																																																				
I did not feel valued by my colleagues	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (18)																																																																				
I felt valued by my FRS	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (19)																																																																				
If asked, I would speak highly of my FRS	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (20)																																																																				

24. How would you rate your working relationship with the following people when you were in the service?

	Not Applicable	Very poor	Poor	Neither poor or good	Good	Very good	
1. Firefighters on your watch	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(21)
2. Firefighters at your station	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(22)
3. Firefighters outside your station	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(23)
4. Your watch manager	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(24)
5. Your station manager	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(25)
6. Principal officers	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(26)
7. Control staff	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(27)
8. Staff at HQ (inc support and admin)	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/>	(28)

25. What, if any, were the THREE MOST POSITIVE things about being in the service? (29-37)

1. _____

2. _____

3. _____

26. What, if any, were the THREE MOST NEGATIVE things about being in the service? (38-46)

1. _____

2. _____

3. _____

27. In the last 12 months of working in the service, to what extent, if at all, did you see or hear the following behaviours between FRS staff?

1. Unwelcome comments about someone's appearance, body or personal characteristics	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(47)
2. Unwelcome gestures, body language or physical contact	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(48)
3. Pornographic or sexually explicit material (eg photos, magazines, DVDs, videos etc) being sent to or displayed at work	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(49)
4. Bullying or harassment	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(50)
5. A verbal assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(51)
6. A physical assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(52)
7. A sexual assault on someone	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(53)
8. Saying or making someone feel they would be treated differently in return for having or not having a sexual relationship with a work colleague	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(54)
9. Unwelcome attempts to establish a sexual relationship despite discouragement	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(55)
10. Discrimination against someone as a result of	Never	Rarely	Sometimes	Often	All the time	(56-61)
i their gender	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
ii their race	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iii their religion or beliefs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iv their sexuality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
v their age	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
vi their disability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	

28. In the last 12 months of working in the service, to what extent, if at all, did any of the following happen to YOU from your FRS colleagues?

1. Unwelcome comments about your appearance, body or personal characteristics	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(62)
2. Unwelcome gestures, body language or physical contact	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(63)
3. Pornographic or sexually explicit material (eg photos, magazines, DVDs, videos etc) being sent to or displayed at work?	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(64)
4. Behaviours that made you feel bullied or harassed	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(65)
5. Verbally assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(66)
6. Physically assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(67)
7. Sexually assaulted	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(68)
8. A work colleague saying or making you feel that you would be treated differently in return for having or not having a sexual relationship with them	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(69)
9. Unwelcome attempts to establish a sexual relationship despite discouragement	Never 1 <input type="checkbox"/>	Rarely 2 <input type="checkbox"/>	Sometimes 3 <input type="checkbox"/>	Often 4 <input type="checkbox"/>	All the time 5 <input type="checkbox"/>	(70)
10. Discrimination against you as a result of	Never	Rarely	Sometimes	Often	All the time	(71-76)
i your gender	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
ii your race	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iii your religion or beliefs	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
iv your sexuality	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
v your age	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	
vi your disability	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	

29. Generally speaking, who was responsible for the behaviours towards you listed in Question 28? PLEASE TICK ALL THAT APPLY

- 1 Not applicable
- 2 Firefighters on your watch
- 3 Firefighters at your station
- 4 Firefighters outside your station
- 5 Line managers
- 6 Instructors
- 7 People senior to you
- 8 Someone junior to you
- 9 Another person – please state

Card3 (12-13)

<p>30. How did these behaviours make you feel? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(14-15)</p> <p>¹ <input type="checkbox"/> I no longer enjoyed my work ² <input type="checkbox"/> I didn't do my job as well as before ³ <input type="checkbox"/> I thought about leaving the service ⁴ <input type="checkbox"/> I had health problems ⁵ <input type="checkbox"/> I did not want to go to work ⁶ <input type="checkbox"/> I felt humiliated ⁷ <input type="checkbox"/> I felt lonely or isolated at work ⁸ <input type="checkbox"/> It affected my confidence at work ⁹ <input type="checkbox"/> It affected my confidence outside work ⁰ <input type="checkbox"/> It did not bother me ¹ <input type="checkbox"/> Other – please state</p>
<p>31. Who, if anyone, did you tell what was happening to you? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(16-17)</p> <p>¹ <input type="checkbox"/> I did not tell anyone ² <input type="checkbox"/> My line manager ³ <input type="checkbox"/> A senior manager ⁴ <input type="checkbox"/> A FRS colleague at my workplace ⁵ <input type="checkbox"/> A FRS colleague at another workplace ⁶ <input type="checkbox"/> My trade union rep ⁷ <input type="checkbox"/> My partner or spouse ⁸ <input type="checkbox"/> Someone else – please state</p>
<p>32. If you didn't tell anyone within your FRS what was happening to you, why was that? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(18-20)</p> <p>¹ <input type="checkbox"/> I did not know how to make a complaint ² <input type="checkbox"/> I did not know my rights ⁴ <input type="checkbox"/> I did not want to lose control of the situation ⁵ <input type="checkbox"/> I didn't think anything would be done about it ⁶ <input type="checkbox"/> I didn't think I would be believed ⁷ <input type="checkbox"/> I was afraid of the person involved ⁸ <input type="checkbox"/> I didn't think it was that important ⁰ <input type="checkbox"/> I didn't want to go through the complaints procedure ¹ <input type="checkbox"/> I thought I could handle the situation myself ⁴ <input type="checkbox"/> I thought my manager would over-react ⁵ <input type="checkbox"/> I was persuaded not to make a complaint by a colleague ⁶ <input type="checkbox"/> I was persuaded not to make a complaint by a senior colleague ⁸ <input type="checkbox"/> The person concerned left the service ⁹ <input type="checkbox"/> The person concerned was moved to another job ⁰ <input type="checkbox"/> I moved roles in the FRS ¹ <input type="checkbox"/> Other – please state</p>
<p>33. If you did make a complaint, did you suffer any negative consequences? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(21)</p> <p>¹ <input type="checkbox"/> I did not make a complaint – go to Q35 ² <input type="checkbox"/> No – go to Q36 ³ <input type="checkbox"/> Yes – during the process ⁴ <input type="checkbox"/> Yes – afterwards</p>
<p>34. What happened?</p>	<p style="text-align: right;">(22-24)</p> <p style="text-align: right;">If necessary, continue on a separate sheet</p>

35. If you reported these behaviours, how well was it handled by...

	Did not report incident to this person	Very poorly	Poor	Neither poorly nor well	Well	Very well
Your line manager	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (25)
A senior manager	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (26)
Other (please state below)	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (27)
_____	⁰ <input type="checkbox"/>	¹ <input type="checkbox"/>	² <input type="checkbox"/>	³ <input type="checkbox"/>	⁴ <input type="checkbox"/>	⁵ <input type="checkbox"/> (28+)

36. What did you do to stop the behaviour? PLEASE TICK ALL THAT APPLY (30-31)

- ¹ I did not do anything to stop the behaviour - go to Q39
- ² I did not know what to do
- ³ I ignored the behaviour
- ⁴ I avoided the person if I could
- ⁵ I asked the person to stop
- ⁶ I made a formal complaint to a senior colleague
- ⁷ I made an informal complaint to a senior colleague
- ⁸ I asked to be moved somewhere else
- ⁹ I approached my trade union to deal with the situation
- ⁰ Other – please state _____

37. Did this stop the behaviour? (32)

¹ Yes ² No

38. If you did challenge the behaviours, what happened? (33-35)

If necessary, continue on a separate sheet

39. On reflection, would you have handled things in a different way? (36)

¹ Yes ² No

40. What would you have done differently and why is that? (37-42)

If necessary, continue on a separate sheet

LEAVING THE SERVICE

41. Did you retire from the service or leave for some other reason? (43)

¹ Retired from the service – go to Q51
² Left for some other reason

42. In your last 12 months in the service, did you ever think about transferring from your FRS? (44)

¹ Yes
² No
³ Don't know

<p>43. In the last 12 months in the service, did you <u>transfer</u> to another FRS?</p>	<p style="text-align: right;">(45)</p> <p>¹ <input type="checkbox"/> Yes ² <input type="checkbox"/> No ³ <input type="checkbox"/> Don't know</p>
<p>44. If you thought about transferring, which of the following best describes what you were thinking about doing? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(46-47)</p> <p>¹ <input type="checkbox"/> Leaving the FRS altogether ² <input type="checkbox"/> Leaving your current FRS to join another FRS ³ <input type="checkbox"/> Transferring out of your current workplace ⁴ <input type="checkbox"/> Transferring to a non-operational role in your FRS ⁵ <input type="checkbox"/> Transferring to a non-operational role in another FRS ⁶ <input type="checkbox"/> Other – please state</p> <hr/>
<p>45. Why did you leave the FRS? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(48- 50)</p> <p>¹ <input type="checkbox"/> I moved house or moved to another area ² <input type="checkbox"/> I was not satisfied with my job ³ <input type="checkbox"/> Lack of career opportunities ⁴ <input type="checkbox"/> Lack of training/educational opportunities ⁵ <input type="checkbox"/> I did not feel valued by the service ⁶ <input type="checkbox"/> I did not feel valued by my colleagues ⁷ <input type="checkbox"/> I had poor working relationships with colleagues ⁸ <input type="checkbox"/> I had poor working relationships with senior colleagues, including immediate senior colleague ⁹ <input type="checkbox"/> I was being discriminated against ⁰ <input type="checkbox"/> I was being bullied or harassed ¹ <input type="checkbox"/> The pay and benefits package is not good enough ² <input type="checkbox"/> The job is not what I thought it would be ³ <input type="checkbox"/> The job is not what it used to be ⁴ <input type="checkbox"/> I wanted to leave to take another job altogether ⁵ <input type="checkbox"/> I decided that leaving the service was better for me than transferring ⁶ <input type="checkbox"/> Other – please state</p> <hr/>
<p>46. During the time when you thought about leaving or transferring, did you actively look for other jobs?</p>	<p style="text-align: right;">(51)</p> <p>¹ <input type="checkbox"/> No ² <input type="checkbox"/> Yes – elsewhere in the FRS ³ <input type="checkbox"/> Yes – another job outside the FRS</p>
<p>47. Did you talk to anyone in the fire service when you were thinking about leaving or transferring? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(52-53)</p> <p>¹ <input type="checkbox"/> No ² <input type="checkbox"/> Yes – your immediate supervisor ³ <input type="checkbox"/> Yes – someone on your watch ⁴ <input type="checkbox"/> Yes – someone at your station ⁵ <input type="checkbox"/> Yes – someone at another station ⁶ <input type="checkbox"/> Yes – Personnel/HR department ⁷ <input type="checkbox"/> Yes – Your trade union ⁸ <input type="checkbox"/> Yes – Another person or organisation – please state</p> <hr/>

<p>48. What was the outcome of this discussion? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(54-55)</p> <p> <input type="checkbox"/> 1 I transferred to a non-operational role <input type="checkbox"/> 2 I left the service all together <input type="checkbox"/> 3 My line manager dealt with the situation (eg bullying harassment) <input type="checkbox"/> 4 Another line manager dealt with the situation (eg bullying/harassment) <input type="checkbox"/> 5 No other action was taken <input type="checkbox"/> 6 Other – please state </p> <hr/>
<p>49. If you did not talk to someone about leaving or transferring, was this because you...PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(55a)</p> <p> <input type="checkbox"/> 1 Did not think anyone would be able to do anything <input type="checkbox"/> 2 Were determined to leave <input type="checkbox"/> 3 Didn't know who to talk to <input type="checkbox"/> 5 Didn't want to talk about it <input type="checkbox"/> 6 Don't know <input type="checkbox"/> 7 Other – please state </p> <hr/>
<p>50. Which of the following statements comes closest to how you feel about the future?</p>	<p style="text-align: right;">(56)</p> <p> <input type="checkbox"/> 1 I would like to come back and work for the fire and rescue service in future <input type="checkbox"/> 2 I would consider coming back to work at the fire and rescue service, if things were different <input type="checkbox"/> 3 I am unlikely to consider working for the fire and rescue service again <input type="checkbox"/> 4 I would never consider coming back to work for the fire and rescue service <input type="checkbox"/> 5 I haven't really thought about it <input type="checkbox"/> 6 Don't know </p> <hr/>
<p>51. Which of the following best describes what you went on to do immediately after leaving the fire and rescue service?</p>	<p style="text-align: right;">(57-58)</p> <p> <input type="checkbox"/> 1 Did nothing eg I was retired <input type="checkbox"/> 2 Unemployed <input type="checkbox"/> 3 Went back into training/education <input type="checkbox"/> 4 Looking after family or dependents <input type="checkbox"/> 5 Self employment <input type="checkbox"/> 6 Other employment <input type="checkbox"/> 7 Travelling <input type="checkbox"/> 8 Other – please state </p> <hr/>
<p>52. If appropriate what is (was) the title of the main job you took immediately after leaving the fire and rescue service?</p>	<p style="text-align: right;">(59-60)</p> <hr/>
<p>53. When you left the service did you have an exit interview?</p>	<p style="text-align: right;">(61)</p> <p> <input type="checkbox"/> 1 Yes <input type="checkbox"/> 2 No - go to Q57 </p>
<p>54. When did you have your exit interview?</p>	<p style="text-align: right;">(62)</p> <p> <input type="checkbox"/> 1 On leaving the service or shortly before <input type="checkbox"/> 2 Sometime after leaving </p>

<p>55. Who carried out your exit interview?</p>	<p> <input type="checkbox"/> My line manager <input type="checkbox"/> A senior officer <input type="checkbox"/> Someone from the HR department <input type="checkbox"/> Someone else – please state _____ </p>	<p>(63)</p>															
<p>56. If you did not have an exit interview why was that?</p>	<p> <input type="checkbox"/> I did not want one <input type="checkbox"/> I was not offered one <input type="checkbox"/> Other reason – please state _____ </p>	<p>(64)</p>															
<p>57. In what ways do you feel the fire and rescue service could be made better as a place of work?</p> <p style="text-align: right;">(65-67)</p> <p style="text-align: right; margin-top: 20px;">If necessary, continue on a separate sheet</p>																	
<p>58. Are there any other important issues connected with your leaving the service that you wish to mention?</p> <p style="text-align: right;">(68-70)</p> <p style="text-align: right; margin-top: 20px;">If necessary, continue on a separate sheet</p>																	
<p>IF YOU ARE MALE, PLEASE GO TO QUESTION 72</p> <p>IF YOU ARE FEMALE, PLEASE GO TO QUESTION 59</p>																	
<p>QUESTIONS FOR FEMALES</p>																	
<p>59. When you were working as a firefighter, did your station have any of the following facilities <u>solely</u> for female firefighters?</p>	<table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left; width: 5%;">Yes</th> <th style="text-align: left; width: 5%;">No</th> <th style="width: 90%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female toilet(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female shower(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female changing room(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female restroom(s)</td> </tr> </tbody> </table>	Yes	No		<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)	<p>(71- 74)</p>
Yes	No																
<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)															
<p>60. When you were last <u>working temporarily at another station</u>, did that station have any of the following facilities <u>solely</u> for female firefighters?</p>	<table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left; width: 5%;">Yes</th> <th style="text-align: left; width: 5%;">No</th> <th style="width: 90%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female toilet(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female shower(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female changing room(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female restroom(s)</td> </tr> </tbody> </table>	Yes	No		<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)	<p>(75-78)</p>
Yes	No																
<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)															
<p>61. When you were last on a <u>protracted incident</u>, did you have any of the following facilities <u>solely</u> for female firefighters?</p>	<table style="width: 100%; border: none;"> <thead> <tr> <th style="text-align: left; width: 5%;">Yes</th> <th style="text-align: left; width: 5%;">No</th> <th style="width: 90%;"></th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female toilet(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female shower(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female changing room(s)</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>Separate female restroom(s)</td> </tr> </tbody> </table>	Yes	No		<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)	<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)	<p>Card 4(12- 15)</p>
Yes	No																
<input type="checkbox"/>	<input type="checkbox"/>	Separate female toilet(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female shower(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female changing room(s)															
<input type="checkbox"/>	<input type="checkbox"/>	Separate female restroom(s)															

<p>62. When you were last at a <u>training venue</u>, did you have any of the following facilities <u>solely</u> for female firefighters?</p>	<p style="text-align: right;">(16-19)</p> <p>Yes No</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Separate female toilet(s)</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Separate female shower(s)</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Separate female changing room(s)</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Separate female restroom(s)</p>
<p>63. Were you provided with any of the following clothing and equipment <u>specifically designed</u> for women firefighters to wear?</p>	<p style="text-align: right;">(20-23)</p> <p>Yes No</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² PPE</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Boots</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Gloves</p> <p><input type="checkbox"/> ¹ <input type="checkbox"/> ² Work wear</p>
<p>64. While you were an operational firefighter, were you ever pregnant?</p>	<p style="text-align: right;">(24)</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> ² No – go to Q72</p>
<p>65. What was the response of your managers when you told them of your pregnancy? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(25-26)</p> <p><input type="checkbox"/> ¹ Happy / pleased for me</p> <p><input type="checkbox"/> ² Sympathetic / supportive</p> <p><input type="checkbox"/> ³ Conducted a risk assessment</p> <p><input type="checkbox"/> ⁴ Gave me a less demanding job</p> <p><input type="checkbox"/> ⁵ Annoyed or angry</p> <p><input type="checkbox"/> ⁶ Unsupportive</p> <p><input type="checkbox"/> ⁷ Discussed arrangements for maternity leave in a positive way</p> <p><input type="checkbox"/> ⁸ Other – please state</p> <p>_____</p> <p><input type="checkbox"/> ⁹ Don't know/can't remember</p>
<p>66. When you told your manager that you were pregnant, would you say that..... PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(27-28)</p> <p><input type="checkbox"/> ¹ Your manager handled the situation very well</p> <p><input type="checkbox"/> ² You were put under pressure to hand in your notice</p> <p><input type="checkbox"/> ³ You were put under pressure to take a non-operational job in the service</p> <p><input type="checkbox"/> ⁴ You were put under pressure to take holiday leave</p> <p><input type="checkbox"/> ⁵ Your manager lacked knowledge about maternity entitlements and benefits</p> <p><input type="checkbox"/> ⁶ Your manager was unhappy about letting you take maternity leave</p> <p><input type="checkbox"/> ⁷ Other – please state</p> <p>_____</p>
<p>67. As a result of your pregnancy, did your <u>manager</u> treat you in any of the following ways? PLEASE TICK ALL THAT APPLY</p>	<p style="text-align: right;">(29-30)</p> <p><input type="checkbox"/> ¹ I was treated more sympathetically about the tasks I was asked to perform</p> <p><input type="checkbox"/> ² I was allowed more flexibility in terms of the hours I worked</p> <p><input type="checkbox"/> ³ I was made to work from home more often</p> <p><input type="checkbox"/> ⁴ I was allowed to work from home more often</p> <p><input type="checkbox"/> ⁵ I was treated with less respect</p> <p><input type="checkbox"/> ⁶ I had to change or cut down on certain duties</p> <p><input type="checkbox"/> ⁷ I was treated differently in some other way – please state</p>

<p>68. Did you think that the correct procedure was followed when you told your manager that you were pregnant?</p>	<p>¹ <input type="checkbox"/> Yes</p>	<p>² <input type="checkbox"/> No</p>	<p>³ <input type="checkbox"/> Don't know (31)</p>
<p>69. After you told your manager you were pregnant, did they do a health and safety check on your duties?</p>	<p>¹ <input type="checkbox"/> Yes</p>	<p>² <input type="checkbox"/> No</p>	<p>³ <input type="checkbox"/> Don't know (32)</p>
<p>70. Were any risks identified as a result of this assessment?</p>	<p>¹ <input type="checkbox"/> Yes</p>	<p>² <input type="checkbox"/> No</p>	<p>³ <input type="checkbox"/> Don't know (33)</p>
<p>71. What action was taken to reduce any identified risks? (34-35)</p> <p>¹ <input type="checkbox"/> No action was taken</p> <p>² <input type="checkbox"/> Moved me to another job</p> <p>³ <input type="checkbox"/> Told to stay at home on full pay</p> <p>⁴ <input type="checkbox"/> Changed my shift pattern</p> <p>⁵ <input type="checkbox"/> Changed work environment (e.g. new chair, moved to ground floor)</p> <p>⁶ <input type="checkbox"/> Amended work duties</p> <p>⁷ <input type="checkbox"/> Other - please state _____</p>			

ANY OTHER INFORMATION

72. If you have any additional information you would like to provide about your experience of working in the fire service, please give it here. ()

Continue on a separate sheet as necessary

ABOUT YOU

This final section of the survey asks a few more questions about you. These are important questions that will allow us to see how different types of people have answered the survey. Please remember, all the information you give here will be treated in the strictest of confidence

<p>73. How old are you?</p>	<p style="text-align: right;">(36-37)</p> <p style="text-align: center;"><input type="text"/> <input type="text"/> years</p>
<p>74. What is the highest level of academic qualification you have?</p>	<p style="text-align: right;">(38)</p> <p>¹ <input type="checkbox"/> No formal qualifications</p> <p>² <input type="checkbox"/> CSE/GCSE/GCE, O levels, NVQ 1-3</p> <p>³ <input type="checkbox"/> A levels, NVQ 4</p> <p>⁴ <input type="checkbox"/> Degree (ie BA, BSc), NVQ 5</p> <p>⁵ <input type="checkbox"/> Masters / PhD</p> <p>⁶ <input type="checkbox"/> Other – please state _____</p>

75. Do you have any children aged 16 or under?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	(39)
76. Do you have caring responsibilities for any adults?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	(40)
77. Do you have a physical or mental impairment that has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	(41)
78. Which one of the following best describes your ethnic origin?			(42-43)
White <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Other – please state _____	Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Other – please state _____		
Mixed race <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Other – please state _____	Black and Black British <input type="checkbox"/> Black Caribbean <input type="checkbox"/> Black African <input type="checkbox"/> Other – please state _____		
Chinese <input type="checkbox"/> Chinese	Other ethnic group <input type="checkbox"/> Other – please state _____		
			<input type="checkbox"/> Prefer not to say
79. Which one of the following best describes your religion?			(44)
<input type="checkbox"/> Buddhist <input type="checkbox"/> Christian <input type="checkbox"/> Hindu	<input type="checkbox"/> Jewish <input type="checkbox"/> Muslim <input type="checkbox"/> Sikh	<input type="checkbox"/> Other – please state _____ <input type="checkbox"/> Prefer not to say	
80. Which one of the following best describes your sexuality			(45)
			<input type="checkbox"/> Prefer not to say <input type="checkbox"/> Heterosexual <input type="checkbox"/> Bisexual <input type="checkbox"/> Lesbian/Gay <input type="checkbox"/> Other (please state) _____
<p>Many thanks for taking part in this survey.</p> <p>Please be assured that none of the answers you have given will be given to your FRS or any other person.</p> <p>Please return the questionnaire in the FREEPOST envelope provided.</p>			
ICM will be undertaking some confidential follow-up research with firefighters. Would you be interested in taking part in this? Even if you tick “yes” now, you can change your mind later and not take part in the research			
<input type="checkbox"/> Yes			
<input type="checkbox"/> No			
Please provide your name and home telephone so that we can contact you should we need to			
Name: _____ Telephone number: _____			

Bibliography

Audit Commission – *Recruitment and retention – A public service workforce for the twenty-first century.*

Baigent, D., (2006); *Fitting In – Early Summary for ‘One Decade On’.*

Bucke, T. (1994); *Equal Opportunities and the Fire Service.*

C3 CONSULTING (2003); *Strategies for the Recruitment of Firefighters of women and people of an ethnic minority background.*

Communities and Local Government (2006); *Fire and Rescue Service Operational Statistics Bulletin for England and Wales – 2004/05, 2005/06.*

Cooper, C. and Ingram, S., (2004); *Retention of police officers: a study of resignations and transfers in ten forces, RDS Occasional Paper No 86.*

Department for Communities and Local Government. (2006); *Equality and Diversity Matters – Examples of good practice to promote equality and diversity in the Fire and Rescue Service.*

HM Fire Service Inspectorate (1999); *Equality and Fairness in The Fire Service – A Thematic Review.*

Kathryn A. Fox, Chris W. Hornick, and Erin Hardin; *International Association of Fire Fighters Diversity Initiative – Achieving and Retaining a Diverse Fire Service Workforce*, January 2006.

Office of the Deputy Prime Minister (2005); *The Fire and Rescue Service Retained Duty System – A Review of the Recruitment and Retention Challenges.*

Rutherford, S., Schneider, R. and Walmsley, A. (2006); *Quantitative and Qualitative Research into Sexual Harassment in the Armed Forces – Ministry of Defence & Equal Opportunities Commission Agreement on Preventing & Dealing Effectively with Sexual Harassment.*

Home Office (2000); *Toward Diversity – Promoting Cultural Change.*

Department for Transport, Local Government and the Regions (2001); *Toward Diversity 2 – Commitment To Cultural Change.*

Price £20.00

ISBN: 978-1-8511-2945-4

ISBN 978-1-85112-945-4



9 781851 129454