



Review of Fire and Rescue Service Circulars: response

PLEASE SEND RESPONSES/COMMENTS TO:

STUART MIDDLETON
OFFICE OF THE DEPUTY PRIME MINISTER
ALLINGTON TOWERS
PO BOX 50200
FLOOR 4 ZONE B
15 ALLINGTON STREET
LONDON
SW1E 5WY
EMAIL: frs.circulars@odpm.gsi.gov.uk

CLOSING DATE FOR RESPONSES: 5 OCTOBER 2005

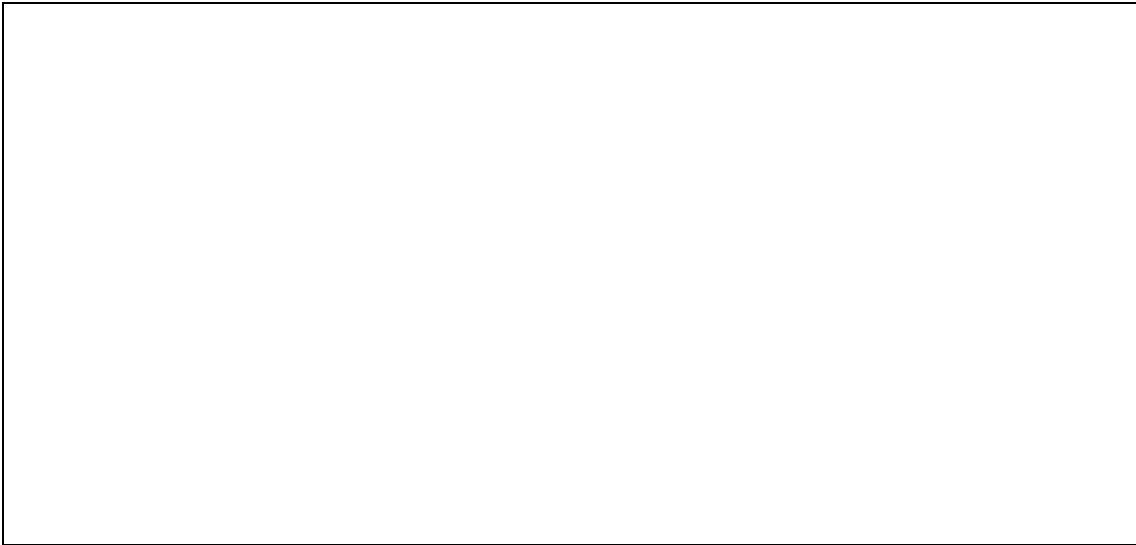
Consultation issues

1. In your opinion, have circulars helped to improve the consistency and quality of communication between ODPM and the Fire and Rescue Service?

YES/NO

2. Is it always clear from whom circulars are being received?

YES/NO



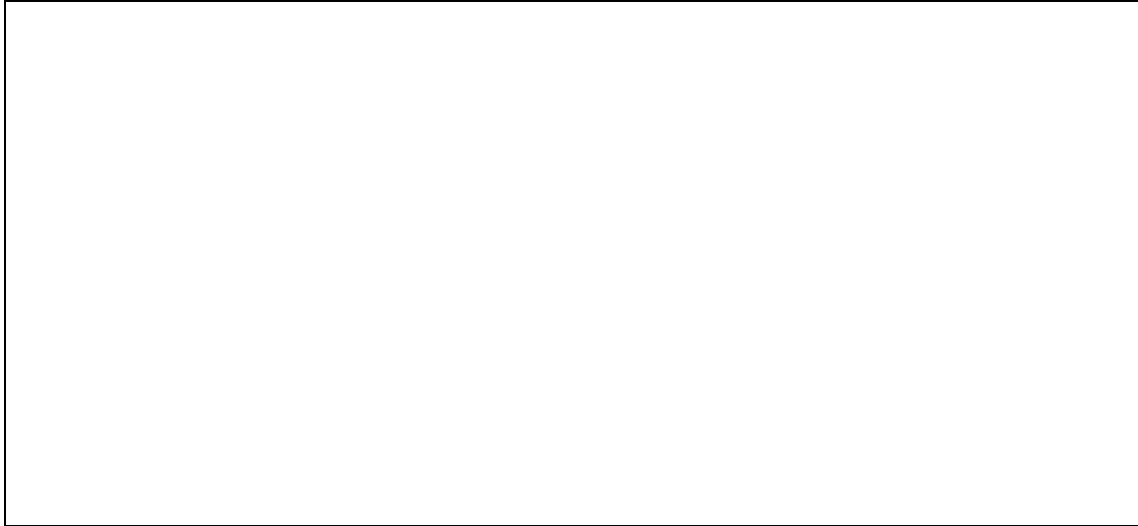
3. Is it always clear to whom recipients of circulars should respond?

YES/NO



4. Is it always clear what kind of response circulars are intended to initiate – for instance, whether a circular is ‘for action,’ ‘for information’ or ‘for consultation’?

YES/NO

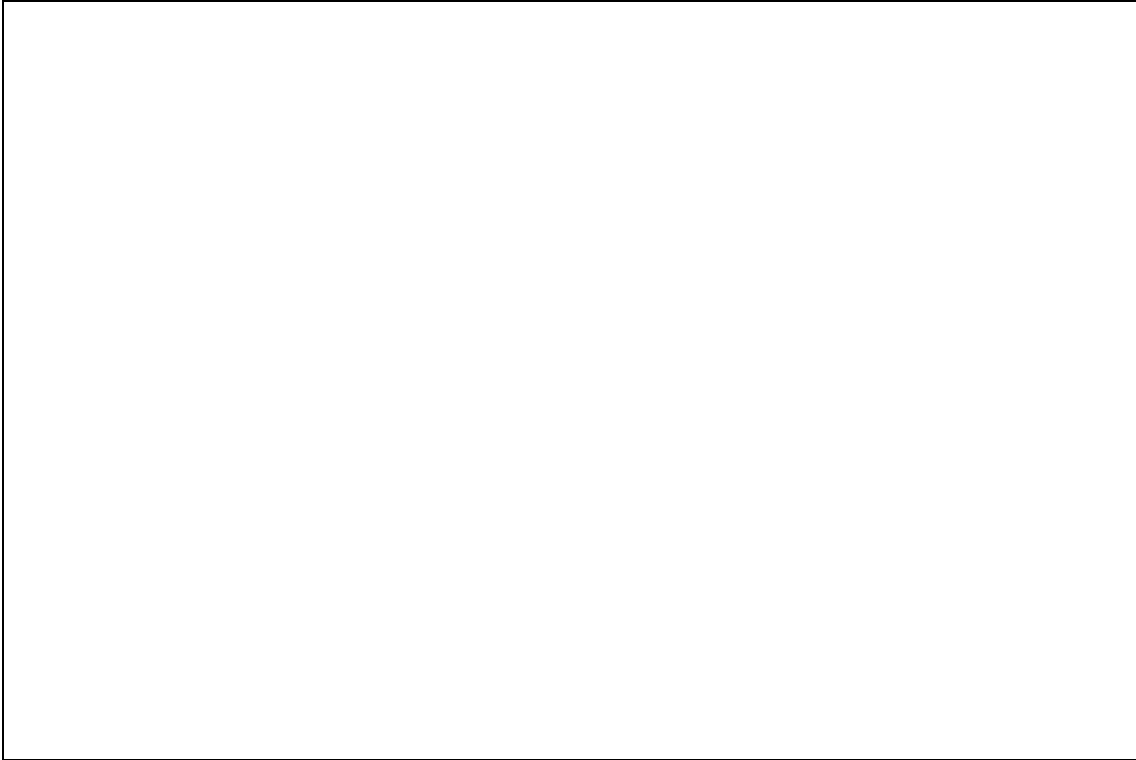


5. Has communication via Fire and Rescue Service Circulars made it easier to prioritise amongst the workload generated by ODPM correspondence?

YES/NO

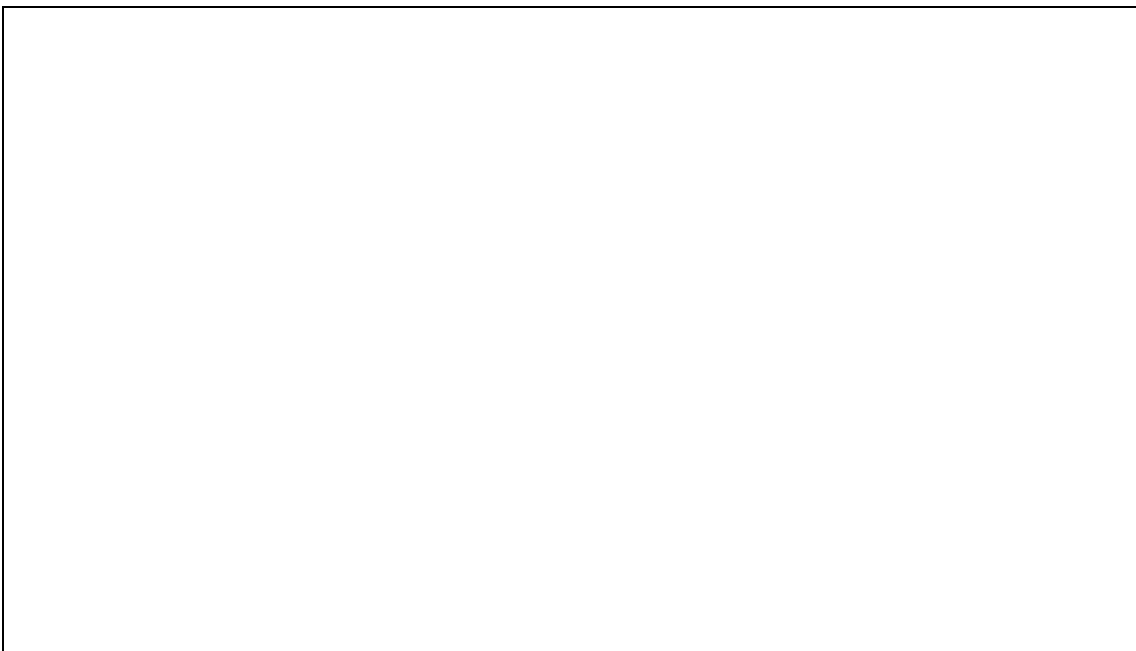


6. What more could be done to improve this?



7. Has the numbering system on circulars improved your ability to catalogue and archive ODPM correspondence effectively?

YES/NO



8. Has the provision of a 'general help line' for circulars had a beneficial impact on communications with FRSD?

YES/NO

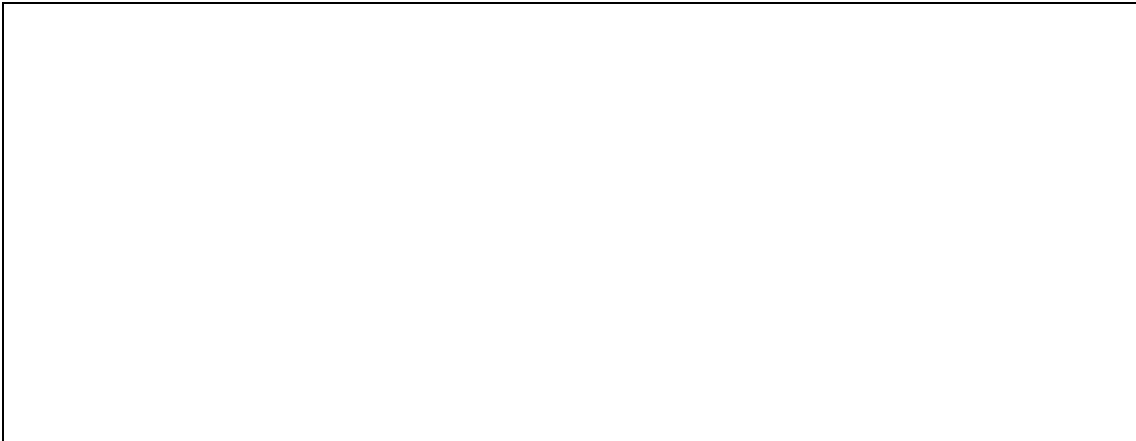


9. In general, have you found that circulars are legible and written in clear, concise English?

YES/NO



10. Have you any other comments on circulars in general? (Please continue on a separate sheet if necessary)



‘Undeliverable’ messages


FRSD currently finds that many of its emails containing circulars are ‘undeliverable’, as individuals leave post in FRAs and FRSs and their personalised, named email accounts (to which circulars are addressed) become redundant.

This has the potential to have a major disruptive impact on the traffic of information between the Fire and Rescue Service and FRSD. To tackle this, FRSD is considering asking recipients of circulars to set up generic email addresses to which circulars can be sent, which will not become redundant when individuals leave post.

11. Do you foresee any major obstacles to the construction of such a system?

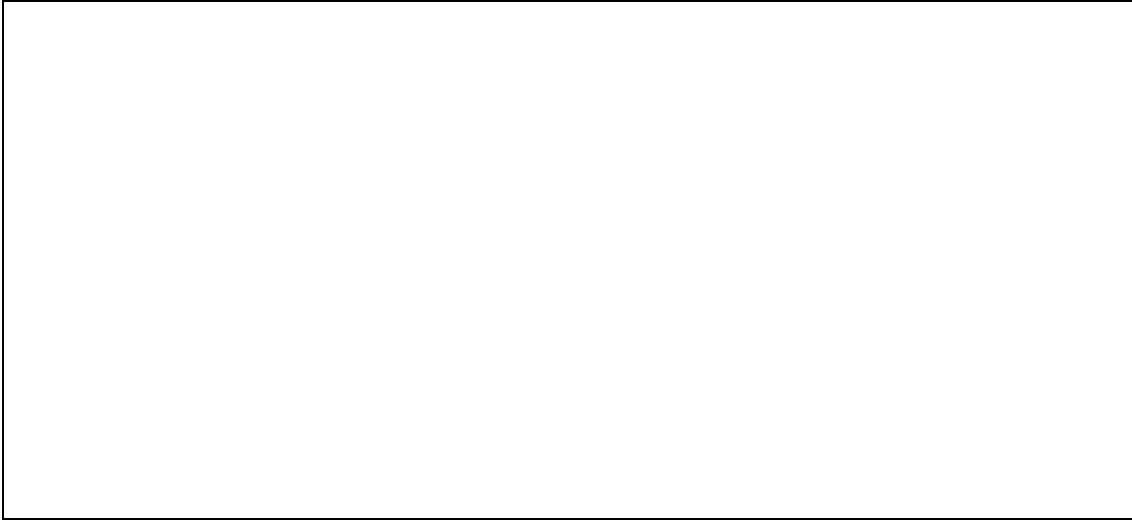
YES/NO

If ‘yes’, please explain:



12. In general, would you respond favourably to such an idea?

YES/NO



Other issues

13. Are there any other changes FRSD could make to further improve the consistency and quality of communications from ODPM?

YES/NO

If 'yes', please explain:



14. Please rate the overall quality and effectiveness of circular communications on a scale of 1 (worst) to 6 (best).

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.