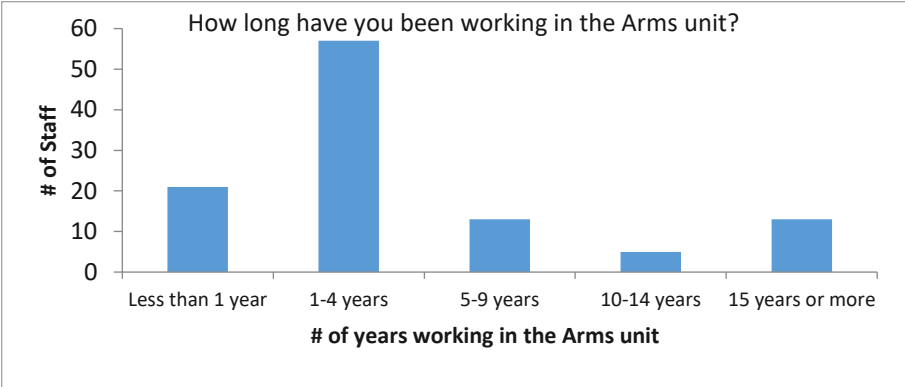


# Snapshot of Baseline Survey Results in Arms Staff Satisfaction of Training, Tools, Support, Data and Licence Processes – March 2022

- In February 2022, 319 Arms staff were invited to complete an Arms staff baseline satisfaction survey. 90 Arms staff completed the survey, mainly represented by Arms Vettors and Arms Administrators.
  - The ratings provide a baseline measure of staff satisfaction with training, support, tools, internal processes and licence data held.
  - The survey will be repeated twice (September 2023 and September 2024) following the delivery of the Arms Transformation Programme and the establishment and embedding in of the Branded Business Unit
- The questions were formatted as statements and groups into four sets, with an open text field following each set.
  - Question sets 4,6 and 10 had a 7 point Likert rating scale from Strongly disagree to Strongly agree
  - Question set 8 had a 5 point Likert rating scale from Very inefficient to Very efficient

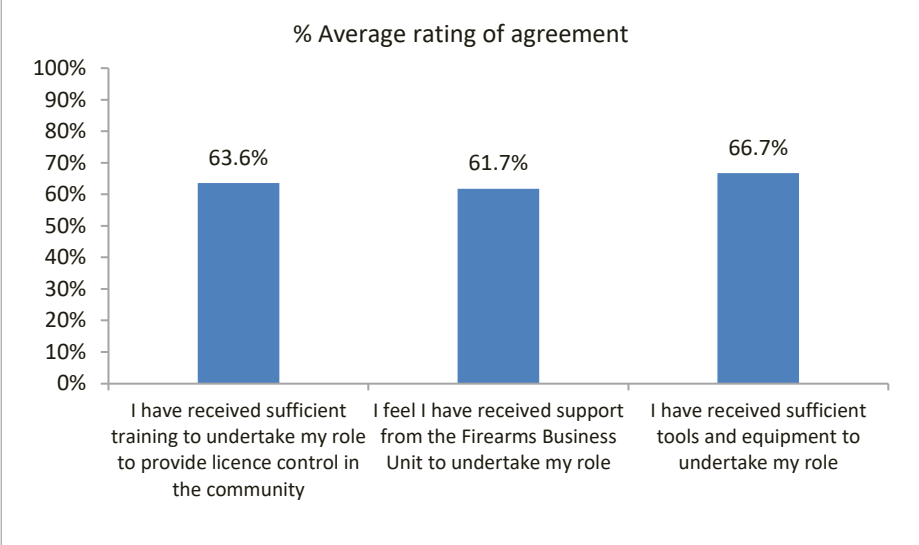
What is your current role in the Arms unit?

Answer Choices	Responses
Operations Manager	2.75%
District Arms Lead	2.75%
Arms Supervisor	13.76%
Arms Officer	16.51%
Arms Administrator	26.61%
Arms Vetter	27.52%
Other (please specify)	10.09%



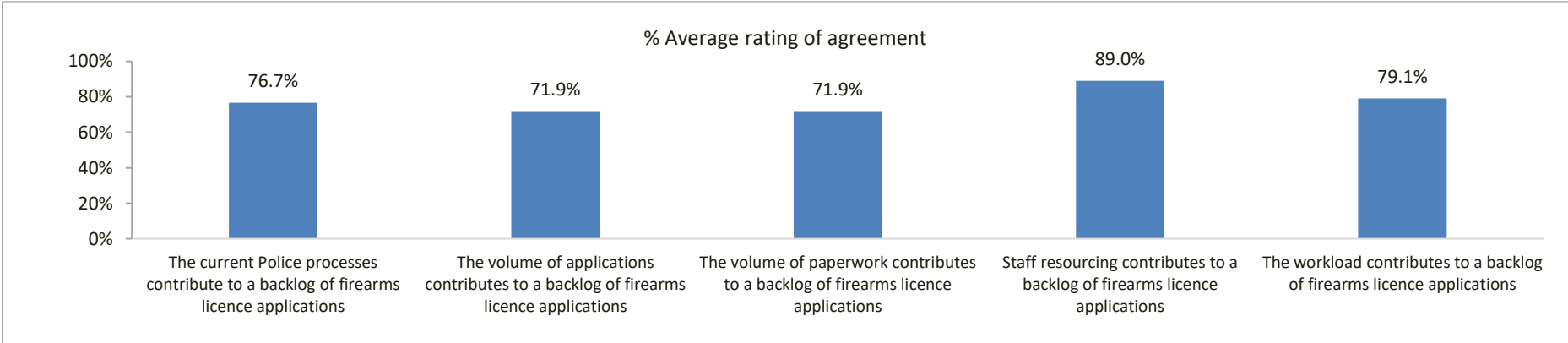
**Question Set 1: Training, Support and Equipment**  
Respondents were asked to rate their level of agreement with the following statements:

- I have received sufficient **training** to undertake my role to provide licence control in the community – 63.9%
- I feel I have received **support** from the Firearms Business Unit to undertake my role – 61.7%
- I have received sufficient **tools and equipment** to undertake my role – 66.7%



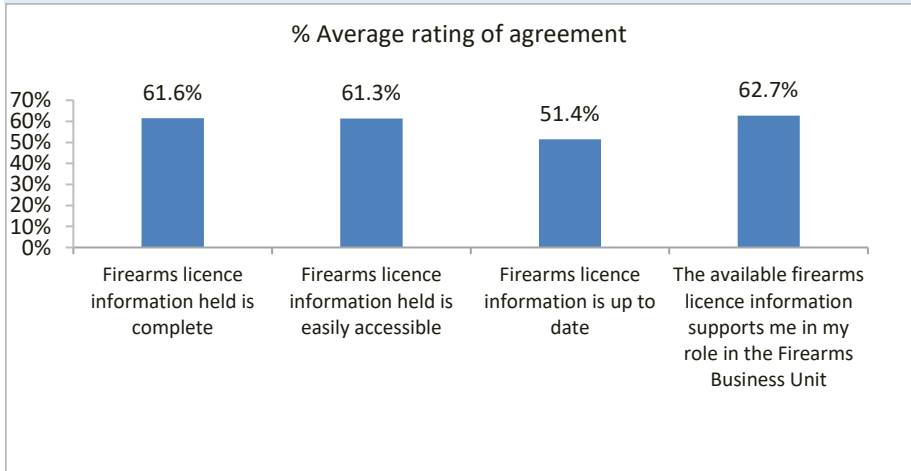
**Question Set 2: Licence Application Processes**  
Respondents were asked to rate their level of agreement with the internal licence application processes:

- The current Police **processes** contribute to a backlog of firearms licence applications - 76.7%
- The **volume** of applications contributes to a backlog of firearms licence applications – 71.9%
- The volume of **paperwork** contributes to a backlog of firearms licence applications – 71.9%
- **Staff resourcing** contributes to a backlog of firearms licence applications – 89.0%
- The **workload** contributes to a backlog of firearms licence applications – 79.1%



**Question Set 3: Licence Application Quality of Information**  
Respondents were asked to consider the information we hold to support licence applications, and rate their agreement level with the following statements:

- Firearms licence information held is **complete** – 61.6%
- Firearms licence information held is **easily accessible** – 61.3%
- Firearms licence information is **up to date** – 51.4%
- The available firearms licence information **supports me in my role** in the Firearms Business Unit – 62.7%



**Question Set 4: Efficiency of Internal Processes**  
Respondents were asked to consider the following 3 types of licence applications, and rate how the efficiency of:

- The end-to-end internal processes for **firearms licence** applications – 56.0%
- The end-to-end internal processes for firearms **endorsement** applications – 53.4%
- The end-to-end internal processes for firearms **dealer licence** applications – 52.0%

