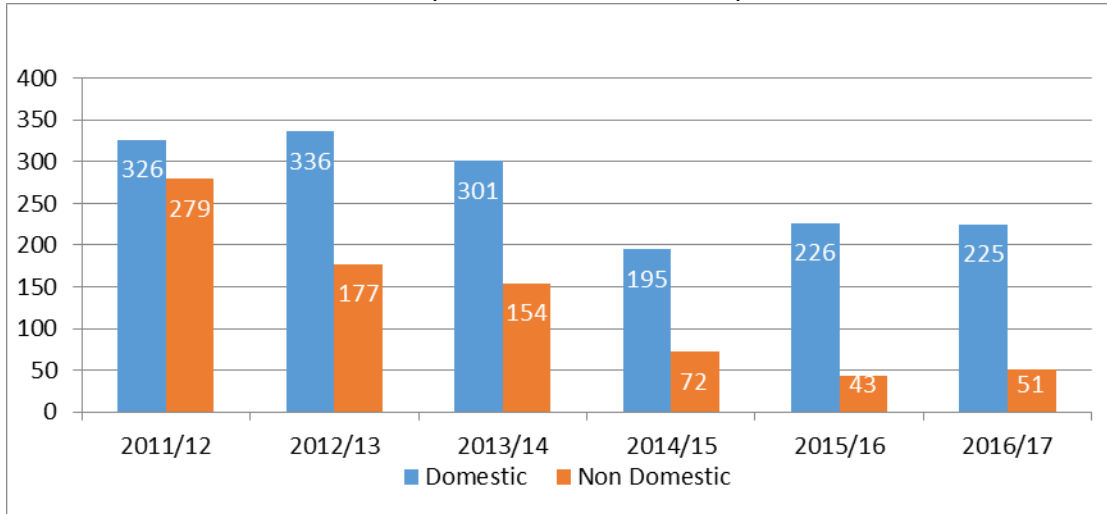


## Appendix 1 - After the Incident Survey 2016-17 – Summary of Results

After the Incident surveys are sent to selected residential and business addresses that have experienced an incident attended by LFRS.

### 1. Responses

There was a small increase in responses in 2016/17 compared to 2015/16.



The following tables illustrate (for both domestic and non-domestic incidents):

- The percentage score for 2016/17;
- Where we are ranked nationally (against other FRSs that have taken the survey and have sufficient responses to warrant a benchmark). Green shading illustrates above average national performance, red below average and yellow average.
- The percentage increase or decrease from 2015/16. Green illustrates an improvement; red a deterioration and yellow no change.

### 2. Initial Contact

Initial Contact:	DOMESTIC			NON-DOMESTIC		
	2016/17 %	Ranking nationally (of 8)	Compared to 2015/16	2016/17 %	Ranking nationally (of 7)	Compared to 2015/16
Polite	99.2	4	+0.0%	100.0	7	+0.0%
Helpful	98.5	3	+1.9%	96.7	7	-3.3%
Efficient	100.0	2	+2.6%	100.0	3	+0.0%
Reassuring	97.6	2	+1.9%	96.6	7	+8.6%
Informative	96.7	2	+2.0%	100.0	3	+16.0%
<b>Satisfaction with Initial Contact</b>	<b>99.3</b>	<b>5</b>	<b>+0.1%</b>	<b>96.6</b>	<b>6</b>	<b>+0.4%</b>

## Appendix 1 - After the Incident Survey 2016-17 – Summary of Results

### 3. At the Scene

At the scene: (FFs = firefighters)	DOMESTIC			NON-DOMESTIC		
	2016/17 %	Ranking nationally (of 8)	Compared to 2015/16	2016/17 %	Ranking nationally (of 7)	Compared to 2015/16
Speed of response	91.4	4	-0.5%	92.7	2	+3.8%
Kept informed during incident	97.5	1	+0.6%	97.7	4	+0.4%
FFs polite	99.5	5	+2.1%	97.7	6	-2.3%
FFs helpful	98.9	7	+1.0%	100.0	2	+0.0%
FFs informative	97.2	3	+1.0%	100.0	2	+2.7%
FFs efficient	99.5	4	+1.6%	100.0	2	+0.0%
FFs sensitive	98.3	1	+2.7%	95.1	3	+3.2%
Effects of incident kept to minimum	100.0	1 (= with 3 others)	+1.0%	100.0	1 (= with 3 others)	+2.7%
<b>Satisfaction with service at scene</b>	<b>99.5</b>	<b>2</b>	<b>+1.0%</b>	<b>97.7</b>	<b>4</b>	<b>-2.3%</b>

Positive comments from the surveys include:

- *“Friendly and professional staff.”*
- *“They seemed to get there as I put the phone down.”*
- *“All the crew were very reassuring.”*
- *“Enabled my wife to stay calm in a very distressing situation...”*
- *“Informative, kind, explained things well.”*
- *“They remained calm, professional and sensitive in assessing the situation at a very emotional time. Amazing.”*
- *“They were very professional, efficient and helpful. They were absolute angels! Fantastic service!”*

There were of course some areas of dissatisfaction and suggestions for improvement:

- *“Didn’t get on very well on the phone being questioned and wanted the fire brigade quickly.”*
- *“Time in which it took them to get here.”*
- *“Do more fire training and awareness about the importance of a fire extinguisher in a home.”*

## Appendix 1 - After the Incident Survey 2016-17 – Summary of Results

### 4. Information and advice

Information and Advice	DOMESTIC			NON-DOMESTIC		
	2016/17 %	Ranking nationally (of 8)	Compared to 2015/16	2016/17 %	Ranking nationally (of 7)	Compared to 2015/16
Received safety advice at scene	80.2	5	+3.2%	88.6	2	+10.8%
Advice at scene helpful	n/a	n/a	n/a	100.0	1 (= with 4 others)	+0.0%
Offered HFSC	39.8	6	+6.1%	n/a	n/a	n/a
Has advice received been adopted	61.1	n/a	+12.7%	84.2	n/a	-4.7.0%
Offered information booklet	34.0	3	+5.2%	5.9	7	-14.1%
Did you read booklet	n/a	n/a	n/a	100.0	n/a	+0.0%
Booklet was easy to understand	98.4	3	+0.4%	100.0	n/a	+0.0%
Booklet was informative	100.0	2	+0.0%	100.0	n/a	+0.0%
Booklet was helpful	100.0	4	+2.1%	100.0	n/a	+0.0%
Booklet was relevant	98.0	2	+2.7%	100.0	n/a	+0.0%

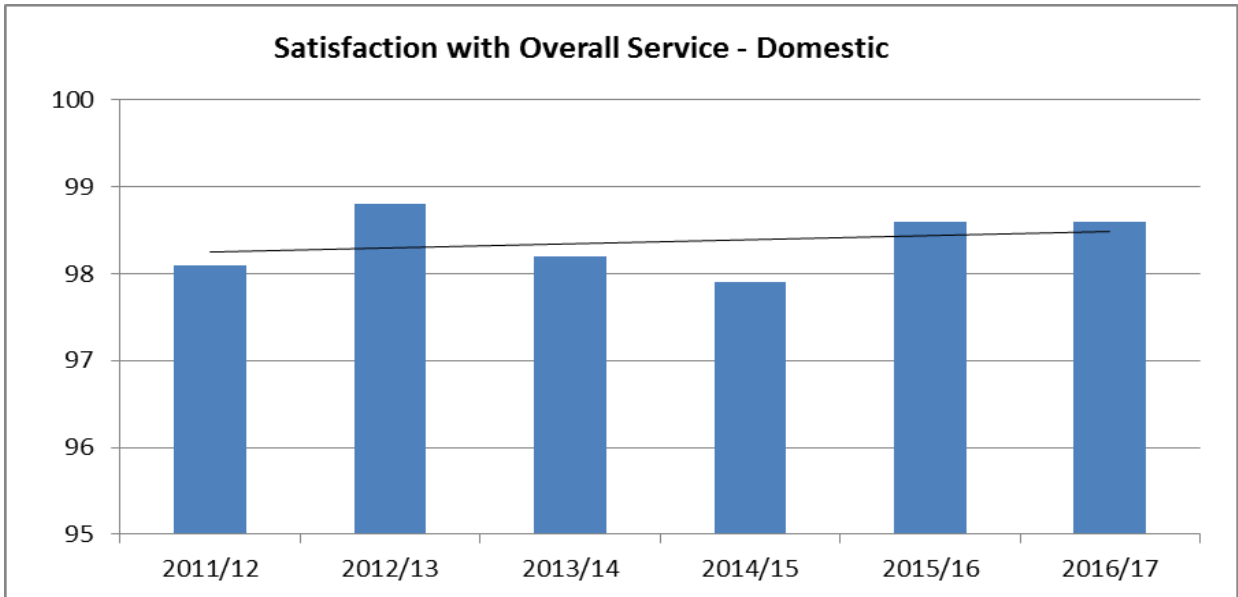
### 5. Overall Service

	DOMESTIC			NON-DOMESTIC		
	2016/17 %	Ranking nationally (of 8)	Compared to 2015/16	2016/17 %	Ranking nationally (of 7)	Compared to 2015/16
Satisfaction with overall service	98.6	1	+0.0%	98.0	3	+0.4%

# After the Incident Survey 2016-17 – Six Year Trends

## Six Year Trendlines

### DOMESTIC INCIDENTS - OVERALL SATISFACTION



### NON-DOMESTIC INCIDENTS- OVERALL SATISFACTION

