

**Status of Report:** Public

**Meeting:** Corporate Governance Committee (CGC)

**Date:** 23 July 2024

**Subject:** After the Incident Survey Annual Report 2023/2024

**Report by:** Callum Faint, Chief Fire and Rescue Officer

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**For:** Information Only

### **Purpose**

1. The purpose of this report is to inform the Committee of the outcomes of the After the Incident (ATI) Survey 2023/2024.

### **Recommendation**

2. The Committee is asked to consider the summary findings and identify any areas for further analysis if required.

### **Executive Summary**

3. Since 2019/2020 Leicestershire Fire and Rescue Service (LFRS) has engaged with Leicestershire County Council's Strategic Business Intelligence Team to develop an ATI online completion method to increase the feedback received from the people of Leicester, Leicestershire and Rutland who have received an operational response service. The aim was to reduce the use of paper, increase the range of incidents involved in the survey and make the responses to the questionnaire immediately available.
4. There were 286 responses received in 2023/2024. Overall, positive feedback was received in every section of the survey and 100% of respondents expressed overall satisfaction with the service they received from LFRS.
5. The arrangement with Leicestershire County Council (LCC) costs £4,375 for the hosting of the survey, provision of a 'dashboard' to monitor results and production of the end of year summary report which is included as Appendix 1 to this report.
6. To further improve engagement with communities, alongside the dashboard used for internal monitoring purposes, a 'public dashboard' was created to make high level ATI data available to everyone. A link to the dashboard (below) is available on the LFRS external website.  
<https://public.tableau.com/profile/r.i.team.leicestershire.county.council#!/vizhome/LeicestershireFireandRescueService-Aftertheincidentsurvey/LFRSAftertheIncident>

## Background

7. Prior to 2019/2020 LFRS procured the services of Opinion Research Services (ORS) to undertake ATI surveys. This process involved paper based questionnaires and was limited to members of the public who had experienced an emergency incident at a property attended by LFRS. The results of the survey were usually provided three months after the end of the full reporting period, which in some cases could have been up to 15 months after the incident occurred.
8. The process adopted in the past four years for the survey removed any responsibility from the LFRS data department to extract address information and post questionnaires. Instead, cards were produced for Firefighters/ Officers in Charge to leave with persons affected by the incident requesting their feedback via an online survey. Obviously, discretion is called for, with feedback only being requested where appropriate.
9. The survey asks questions around the initial contact with staff (i.e. call handling); service at the scene; information and advice; and overall satisfaction.
10. The online survey is generic and can be completed for all incident types attended and is not limited as before to incidents at a property. This year 98 responses were regarding fires, 94 special services (animal rescue, medical incident, flood or gaining entry) 26 false alarms, 9 RTCs and 57 recorded as 'other' (e.g. carbon monoxide alarm, children locked in cars or ring removal).
11. Once the survey is completed the information becomes available overnight and populates the dashboard. Access to the dashboard was provided to all Station Managers, Geographical Group Managers, the Area Manager responsible for Operational Response and the general public via the LFRS website.
12. The ATI survey results in Appendix 1 provide a comprehensive assessment of the performance of LFRS when responding to incidents. It includes the following satisfaction levels:
  - 98.7% of respondents were 'satisfied' with the initial 999 call
  - 99.6% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
  - 100% of respondents felt 'informed' during the incident
  - 98.9% of respondents agreed that the effects of the incident were kept to a minimum
  - 100% of respondents were satisfied with the overall service they received from LFRS
13. The survey also allows respondents to include free format text in relation to what the Service did well, if anyone was dissatisfied and if there were any suggested improvements. A summary of these responses are included on

pages 20 – 23 of Appendix 1. This information is also shared internally with staff, this year in an annual communication.

### **Report Implications/Impact**

#### 14. Legal (including crime and disorder)

Fire and Rescue Services are required to consult with their communities and monitor public satisfaction. The ATI survey meets this need, as well as providing openness and transparency in the provision of services.

#### 15. Financial (including value for money, benefits and efficiencies)

The cost for survey hosting, dashboard provision, analysis and the annual summary report created by Leicestershire County Council (LCC) in 2022/2023 was £4,375. Due to increases in LCC costs for this service (license costs in particular) the estimated cost for 2024/2025 is £7,425. It was felt within the Planning and Performance department that this is too expensive. As a result, elements of the process are going to be in-sourced. The data capture and dashboard provision will be provided by Planning and Performance, with the end of year report still being produced by LCC at a cost of £3,750.

#### 16. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The benefit of the ATI survey is dependent on the number of cards given out and the number of survey responses this generates. A field to capture whether a card was handed out is now included in the Incident Recording System. Last year 3,682 cards were handed out, with 286 surveys completed. The numbers of surveys returned has reduced this year. For this method of direct public feedback to be maintained, operational staff must continue to ask for the survey to be completed where appropriate.

#### 17. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

The Operational Response directorate should use the outcomes of the survey to recognise the achievements of its staff and identify areas for improvement.

#### 18. Environmental

None arising from this report. However, the survey results confirmed that 98.9% of respondents agreed that LFRS kept the effects of the incident to a minimum.

#### 19. Impact upon Our Plan Objective

The survey allows LFRS to measure against the Response strategy aim of responding effectively to incidents and achieving the Governance strategy outcomes of knowing what communities think and ensuring they are well informed.

**Background Papers**

None.

**Appendices**

Appendix 1 - After the Incident Survey Annual Report 2023-2024

**Officers to Contact**

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