

Background Papers

None.

Appendices

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

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LEICESTERSHIRE
FIRE and RESCUE SERVICE



After the Incident Survey Results 2023/24

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After the Incident survey results

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Executive summary

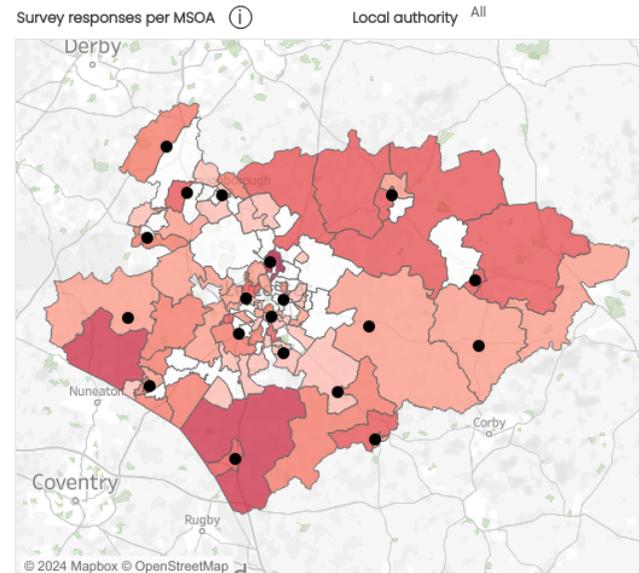
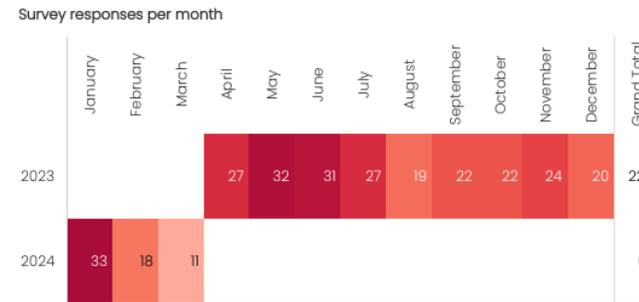
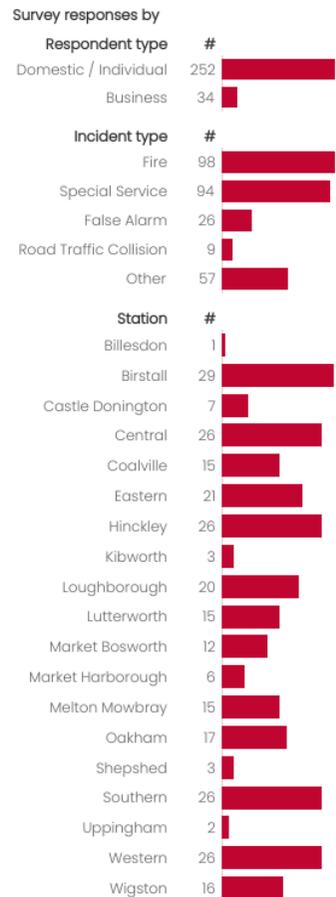
After Leicestershire Fire and Rescue Service (LFRS) have attended an incident, those involved are asked to complete a voluntary survey to provide information about the incident and provide feedback to help understand how the service performed at various stages of an incident.

This report provides an analysis of the survey responses received in 2023/24 (1st April 2023 to 31st March 2024).

The final open-ended question asked respondents whether they had any suggestions for how the Fire and Rescue Service could improve their services. Most comments were positive or stated 'no'/'not applicable'. A minority of respondents made specific suggestions including respondents who mentioned that the initial 999 staff needed to be more available or informative.

AFTER THE INCIDENT QUESTIONNAIRE

Data added at the end of each month | Filter data by clicking on/off charts (hold ctrl for multiple selections) | Filter(s) on



Month of survey
Multiple values



286
survey responses received between Apr 2023 - Mar 2024

98.7%
were satisfied with the initial contact

99.6%
said the Service arrived on time or quicker than expected

100.0%
felt informed during the incident

98.9%
agreed the effects of the incident were kept to a minimum

91.9%
said the incident did not result in an injury

100.0%
were satisfied with the overall service received

Survey, data and dashboard managed by Business Intelligence, Leicestershire County Council on behalf of Leicestershire Fire and Rescue Service
Contact: Hiren.Patel@leics-fire.gov.uk

Chapter 1: Introduction and methodology

Introduction

The After the Incident survey was designed to help the Leicestershire Fire and Rescue Service (LFRS) understand how they perform at various stages of an incident.

After LFRS have attended an incident, those involved are given a card with information on how to access the After the Incident online survey to complete in their own time. Paper copies of the survey were made available upon request. The survey asked for information about the incident and feedback on the following areas:

- Call handling
- Handover and Impact
- Incident management
- Overall satisfaction

For independence and impartiality the survey, data analysis and report were commissioned from the Business Intelligence Service at Leicestershire County Council. This report focuses on the responses received to the survey between 1st April 2023 to 31st March 2024.

Analysis methodology

In total, between 1st April 2023 to 31st March 2024, 286 responses were received to the survey. The responses to this survey have been analysed in Chapter 2.

Charts have been used to assist explanation and analysis. Survey

question results have been reported based on those who provided a valid response i.e. removing the 'don't know' options and no replies. Therefore, the total number of responses will vary for each question. Percentage totals may not add up to 100% due to rounding or multiple-choice questions.

The survey contained three open-ended questions:

- Was there anything the Fire and Rescue Service did particularly well?
- If you were dissatisfied with any part of the service, please explain why.
- If you have any suggestions on how the Fire and Rescue Service could improve our service please state below.

For each open-ended question, all comments were read and a coding frame was devised. The comments were then re-read, and thematically coded using the coding frame. The comments provided were summarised and indicative quotes were used to provide a narrative. Open comment themes are available in Appendix 1.

Survey respondent profile

Most survey responses related to a domestic/ individual incident (88%) and a smaller proportion were about a business incident (12%). More females than males responded to the survey, 60% compared to 40%. A full list of respondent demographics is on pages 24 to 26.

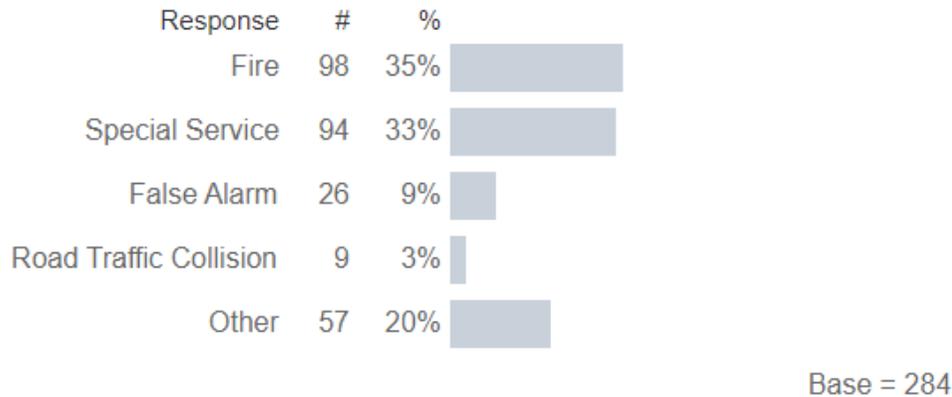
Chapter 2: Survey response analysis

Incident type

Chart 1 shows the number and type of incidents reported between 1st April 2023 to 31st March 2024.

Over a third of incidents were in response to a fire (35%) or 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry (33%). A fifth of incidents were classified as 'other' (20%), including children accidentally locked in areas a responsible adult could not access, alarms sounding (including fire and carbon monoxide alarms), and other emergencies such as car or household incidents. 'False alarm' was selected by 9% of respondents. Relatively few responses were about an incident involving a road traffic collision (3%).

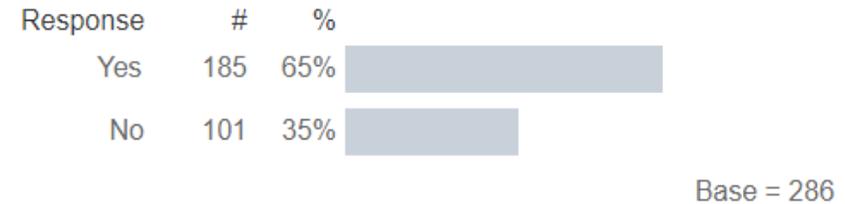
Chart 1: Incident type



Call handling - 999 Customer Service

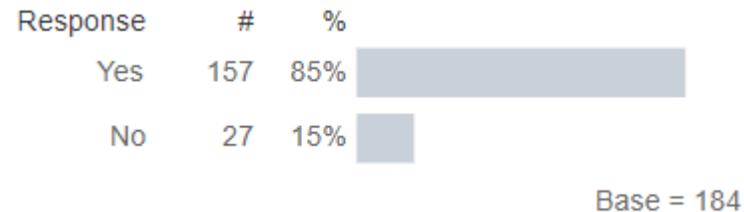
Most respondents (65%) called the 999 emergency services themselves (see Chart 2).

Chart 2: Whether the respondent called the emergency services



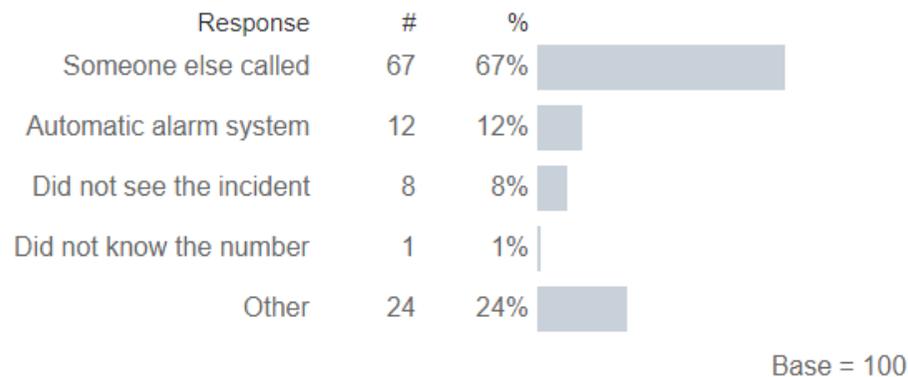
Those who called the emergency services themselves were asked if they spoke to a Fire and Rescue operator. Most respondents who called themselves spoke to a Fire and Rescue operator (85%) (see Chart 3).

Chart 3: Whether the respondent spoke to a Fire and Rescue operator



Of those who did not call themselves, 67% said someone else called, 12% had an automatic alarm system and 8% did not see the incident (see Chart 4). Nearly a quarter of respondents said 'other', examples given included those who were trying to tackle the fire themselves so someone else called, did not have access to a phone or were not present. One respondent said they did not know the number (1%).

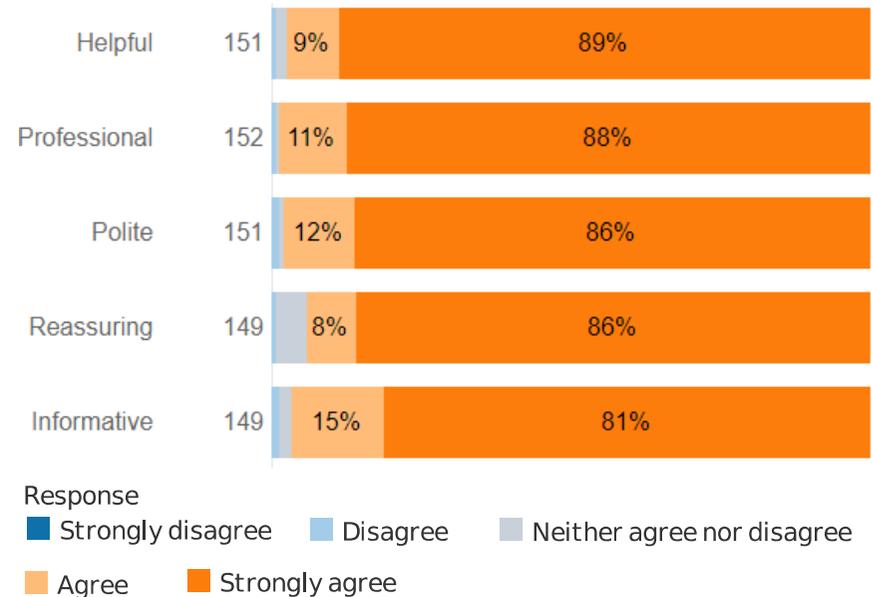
Chart 4: Why the respondent did not call the emergency services themselves (multiple-choice)



The respondents who called the emergency services themselves were asked the extent to which they agreed or disagreed that the control team who handled their 999 call were: helpful, professional, polite, informative and reassuring. The majority of respondents were positive about each of the five aspects in which their call was handled.

Chart 5 shows the majority of respondents strongly agreed that staff who handled the initial 999 call were helpful (89%), professional (88%), polite (86%), reassuring (86%) and informative (81%). One respondent disagreed that they were professional (1%), helpful (1%) or reassuring (1%). Two respondents disagreed that the control team were polite (1%) or informative (1%).

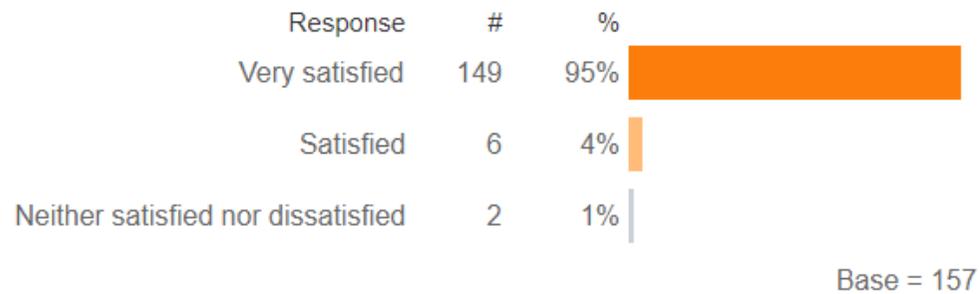
Chart 5: Experience of staff who handled initial 999 call



After the Incident survey results

Respondents were asked about overall satisfaction with their initial contact. Chart 6 shows 95% of respondents were very satisfied and 4% were satisfied. Two respondents said they were neither satisfied nor dissatisfied (1%) with this aspect of the service. No respondents reported that they were dissatisfied with their experience during the initial contact.

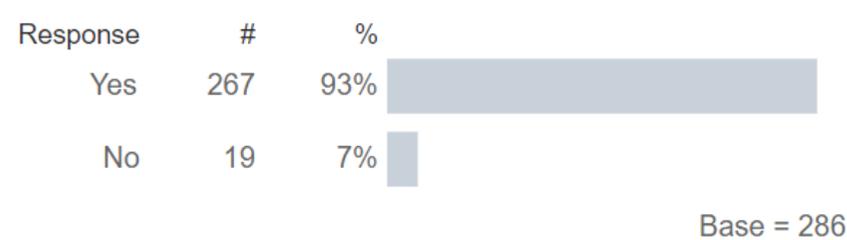
Chart 6: Overall satisfaction with the initial contact



At the scene of the incident

Chart 7 shows 93% of respondents said they were present at the scene of the incident.

Chart 7: Present at the scene



Respondents were asked whether they had a fire escape plan. In this context a fire escape plan is knowing and practicing how you would exit a building in an emergency.

Chart 8 shows that of the respondents who were present at the scene, just over half (54%) had a fire escape plan and 14% did not.

Chart 8: Fire escape plan

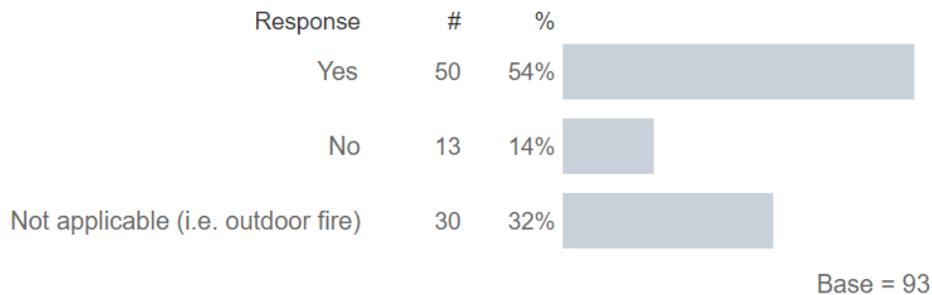
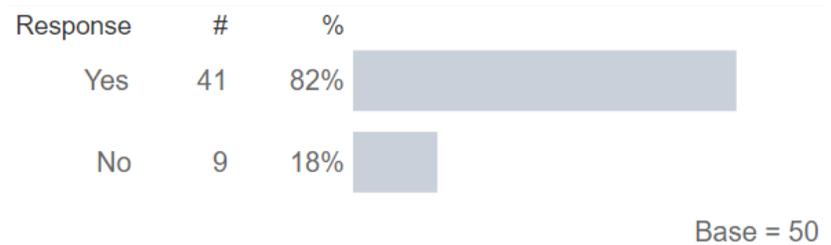


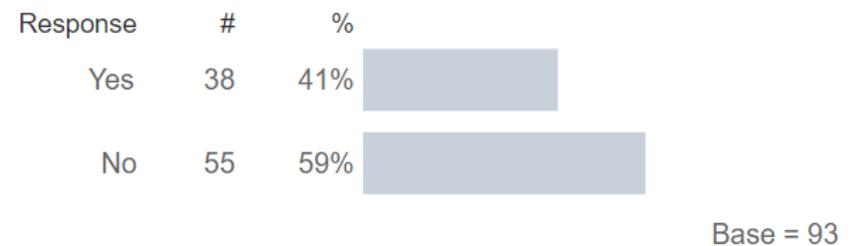
Chart 9 shows, out of the 50 respondents who had a fire escape plan 82% followed this plan and 18% did not.

Chart 9: Following the fire escape plan



Of those who responded about a fire incident, 41% said they tried to tackle the fire themselves and 59% did not (see Chart 10).

Chart 10: Tackling the fire themselves



After the Incident survey results

Chart 11 shows that of the respondents who were present at the scene, just over three quarters (72%) felt that the Fire and Rescue Service arrived quicker than they expected and over a quarter (28%) felt that they arrived as expected. One respondent felt the service was slower than expected.

Chart 11: Fire and Rescue Service arrival

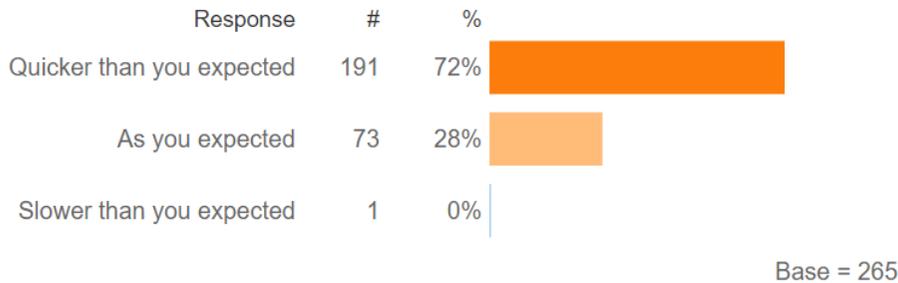


Chart 12 shows the majority of respondents who were present at the scene felt very well informed (97%) and 3% felt fairly well informed.

Chart 12: Informed at the scene

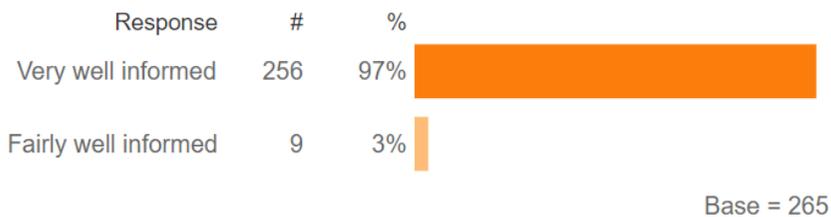
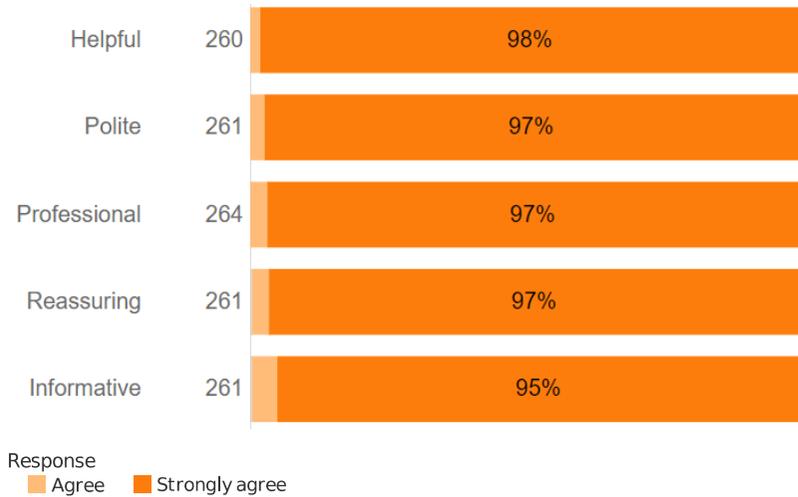


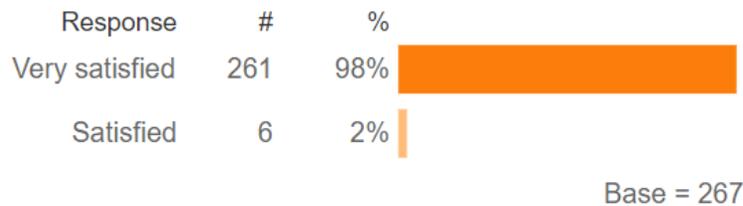
Chart 13 shows all respondents were positive about the team who attended their incident. The majority of respondents strongly agreed that the team who attended their scene were helpful (98%), polite (97%), professional (97%), reassuring (97%) and informative (95%).

Chart 13: Experience of LFRS staff at the scene



As shown in Chart 14, all respondents were satisfied with the service received at the scene. The majority of respondents (98%) said they were very satisfied and 2% said they were satisfied.

Chart 14: Satisfaction of service received at the scene



Respondents were asked whether they had received information or advice during or after the incident. Chart 15 shows that 96% of respondents said they had received information or advice during or after the incident and 4% who said they had not.

Chart 15: Whether the respondent received information during/after the incident

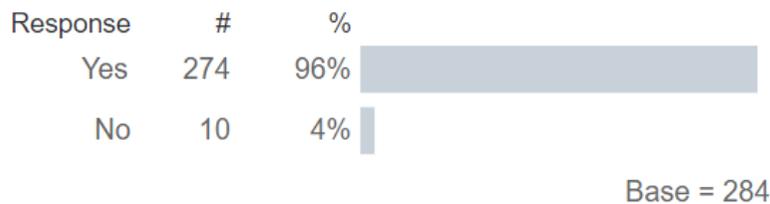


Chart 16 shows most respondents found the information and/or advice that they had received after the incident to be either very useful (93%) or fairly useful (7%).

Chart 16: How useful the information or advice was

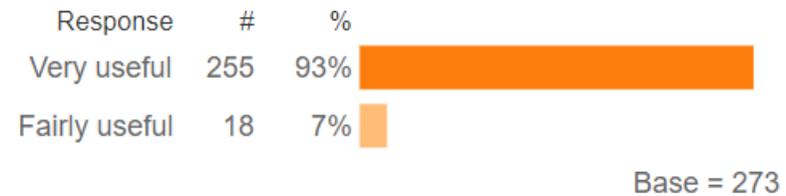
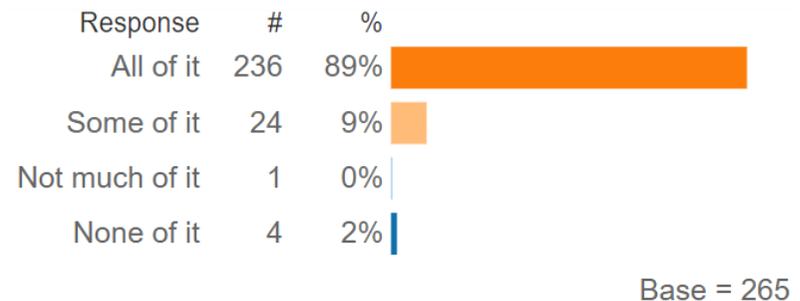


Chart 17 shows that 89% of respondents said that all of the advice they were given during or after the incident had been adopted, with 9% stating some of the advice they had received had been adopted. A small proportion said they had not adopted any of the advice (1%). One respondent said not much of the advice given was adopted.

Chart 17: Whether the advice given from the LFRS was adopted



After the Incident survey results

Chart 18 provides a station breakdown of how well informed respondents felt at the scene of the incident. Response rates were varied as a result of low base counts (returned surveys) for some stations. It shows that all respondents across all stations said they felt informed at the scene.

Of those who had an incident handled by Birstall, 92% said they felt very well informed and 8% fairly well informed. For Southern and Central 100% said they felt well informed. Of the respondents who answered the survey about an incident that was handled by Hinckley, 96% said they felt very well informed and 4% said they felt fairly informed.

Chart 18: How well informed at the scene - Station Breakdown, ordered by number of survey responses (Base)

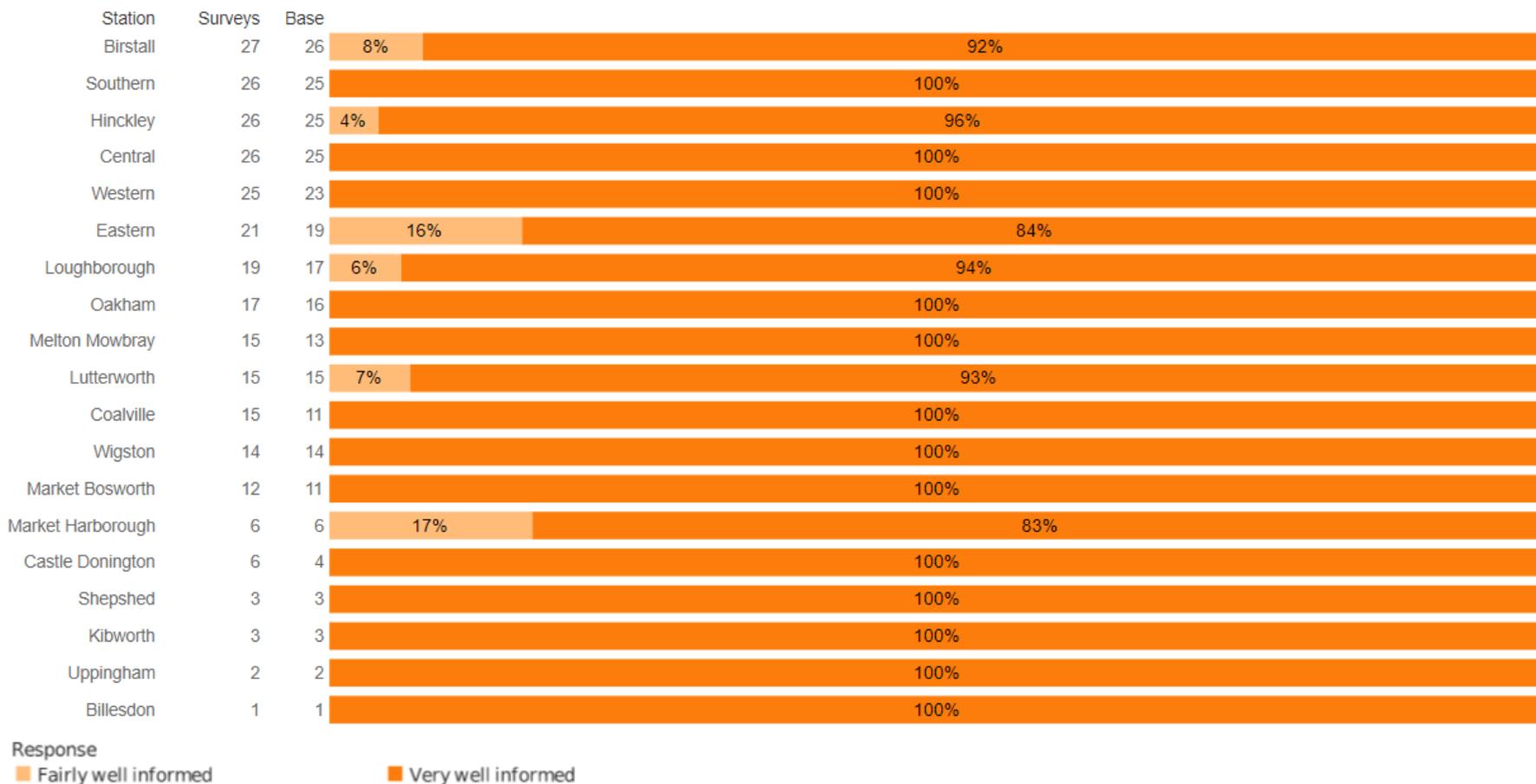
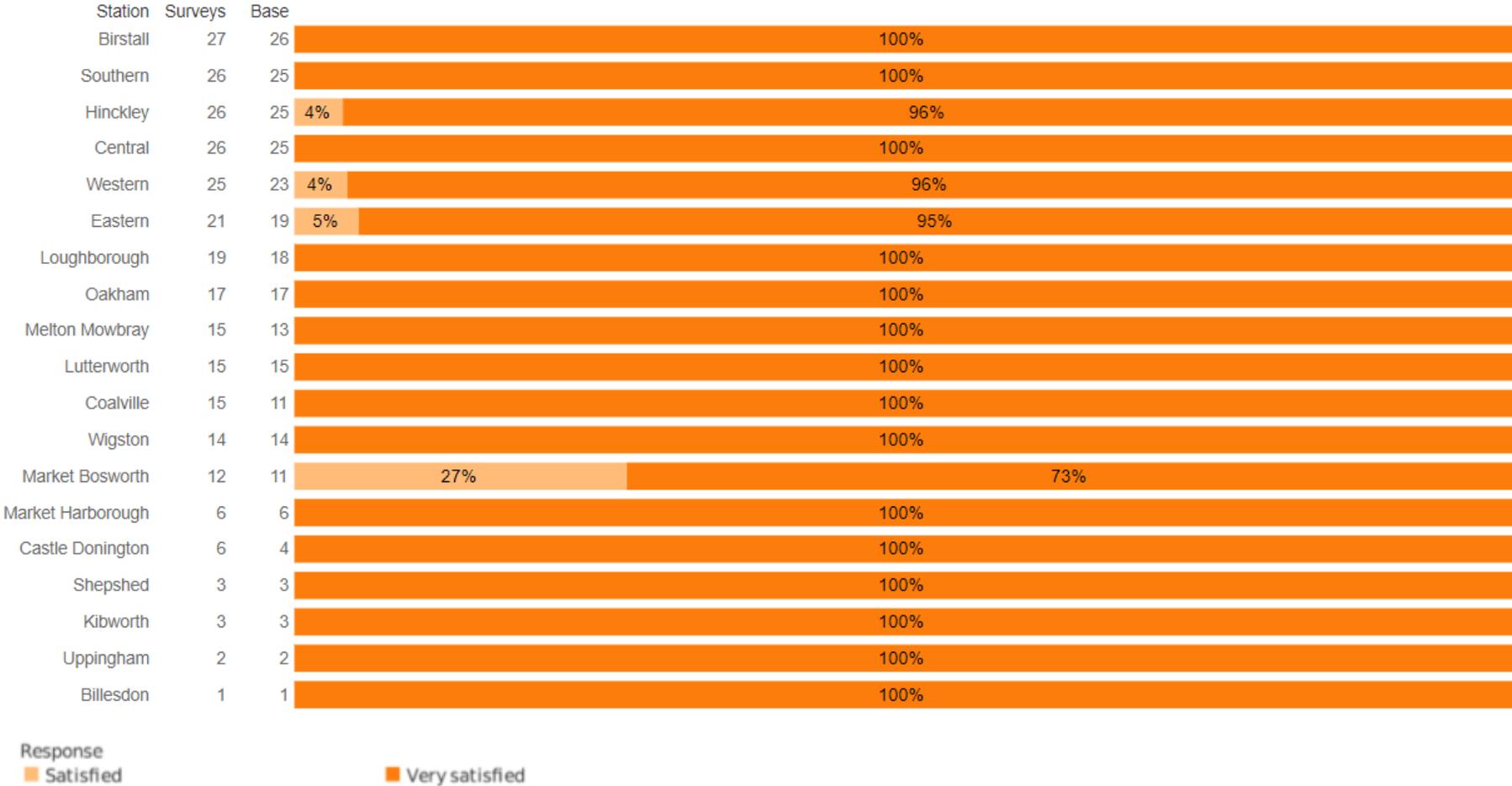


Chart 19 provides a station breakdown of how satisfied respondents felt with the overall service received at the scene of the incident. Response rates were varied as a result of low base counts (returned surveys) for some stations.

All respondents for 15 out of 19 stations said they were very satisfied with the service provided at the scene. For Hinckley and Western, 96% said they felt very satisfied and 4% felt satisfied. For Eastern, 95% said they felt very satisfied and 5% felt satisfied.

Chart 19: Overall satisfaction with service received at the scene - Station Breakdown, ordered by number of survey responses (Base)

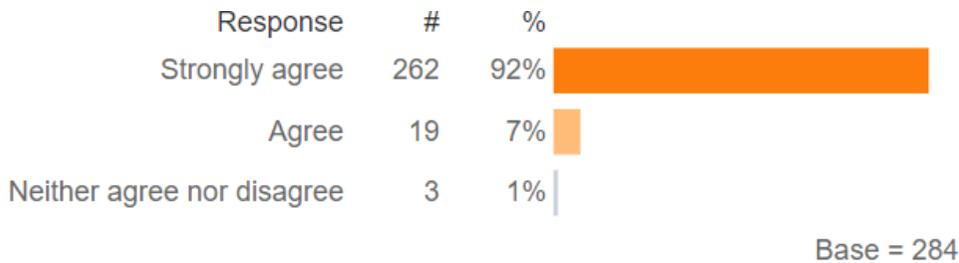


After the Incident survey results

Impact on respondents

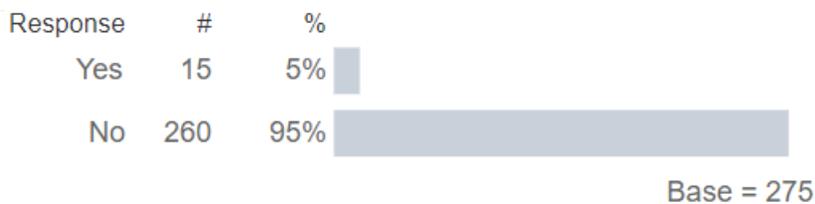
Chart 20 shows 92% of respondents strongly agreed, 7% agreed and 1% neither agreed or disagreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum.

Chart 20: Whether the Fire and Rescue team kept effects to a minimum



Respondents were asked whether they were required to relocate to another property as a result of the incident, of which 5% of respondents said they were (see Chart 21).

Chart 21: Whether respondents had to relocate to another property



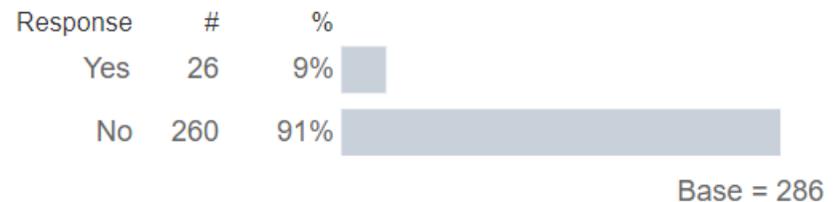
Respondents were asked whether they, or anyone else were injured as a result of the incident. Chart 22 shows that 8% (23 respondents) said that someone was injured.*

Chart 22: Whether anyone at the incident was injured *



Respondents were also asked whether they or anyone else needed to take time off work following the incident. Chart 23 shows 9% of respondents answered 'yes'.

Chart 23: Whether anyone had to take time off work

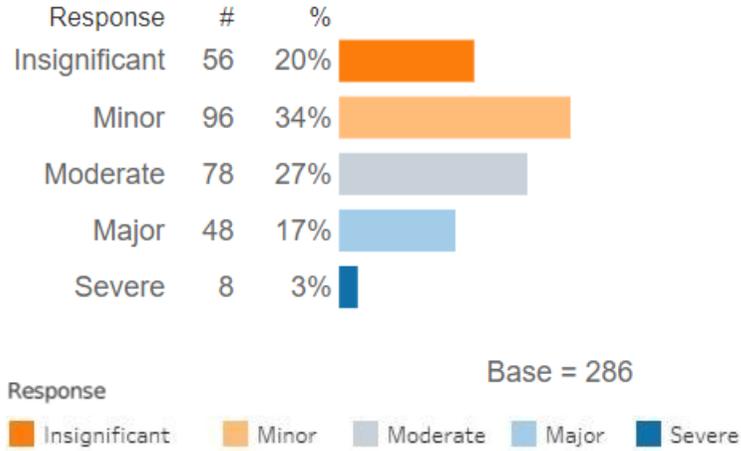


* true injury rate is likely to be higher than reported, as feedback cards are less likely to be given out at incidents featuring significant injuries

Respondents were asked how they would rate the impact of the incident on themselves and those involved, on a scale ranging from insignificant to severe.

Chart 24 shows most of respondents believed the impact was minor followed by moderate. However, 20% rated it insignificant compared to 17% who rated it major. Eight respondents rated the impact of the incident severe (3%).

Chart 24: Incident of impact

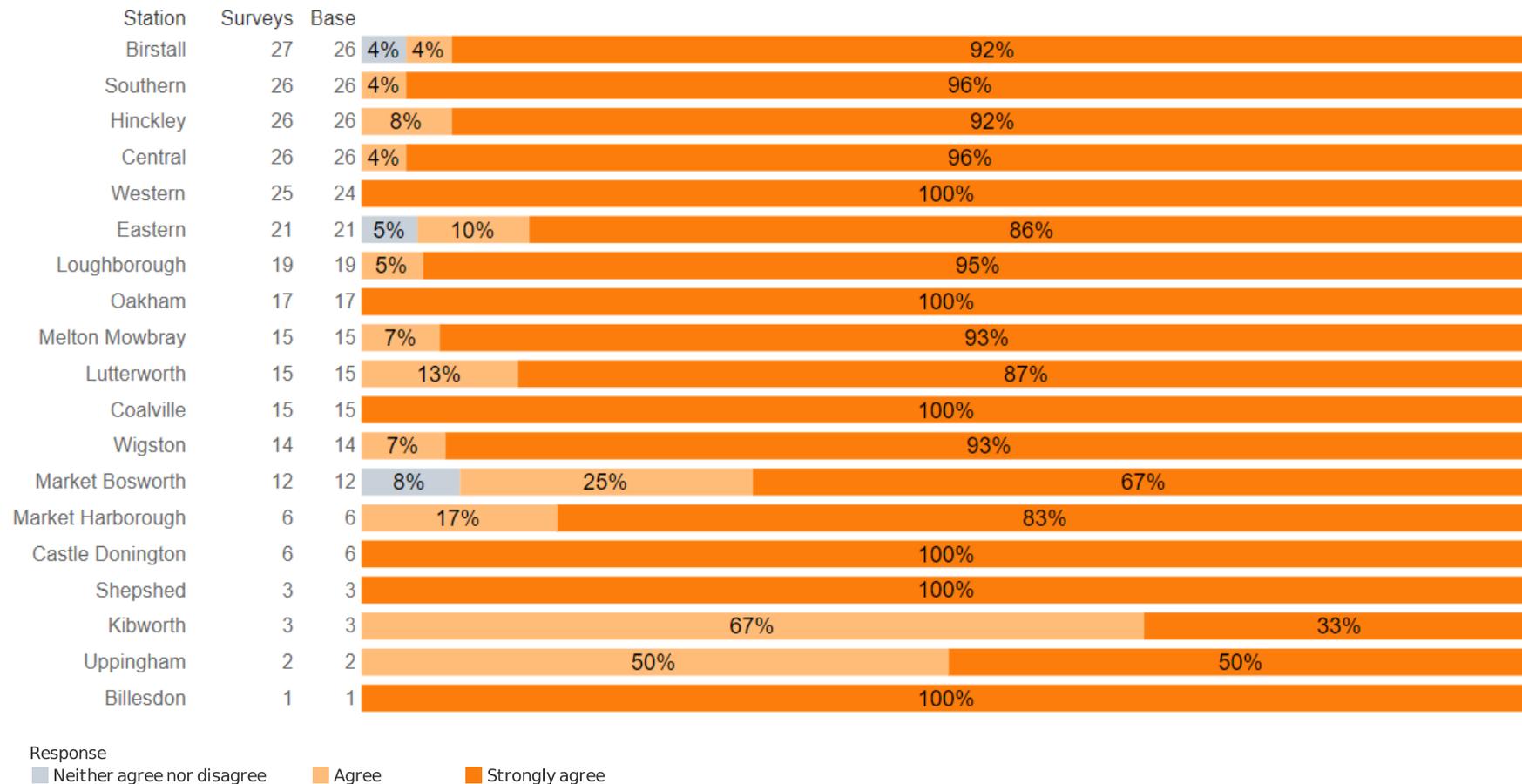


After the Incident survey results

Chart 25 provides a station breakdown of the extent to which respondents agreed or disagreed that the Fire and Rescue Service kept the effects of the incident to a minimum. Response rates were varied as a result of low base counts (returned surveys) for some stations.

Of those who had their incident handled by Birstall, 92% said they strongly agreed, 4% agreed that the effects of the incident were kept to a minimum, 4% neither agreed or disagreed with this statement. Of those who responded about Southern and Central, 96% of respondents strongly agreed and 4% agreed that effects of the incident were kept to a minimum. For Hinckley, 92% strongly agreed and 8% agreed that the effects of the incident were kept to a minimum.

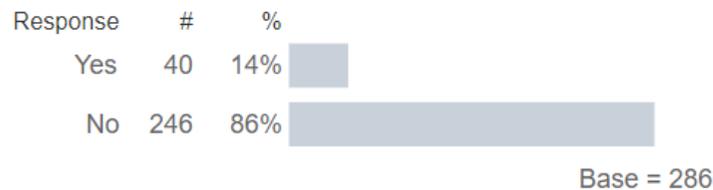
Chart 25: Keeping the effects of the incident to at the scene to a minimum - Station breakdown, ordered by number of survey responses (Base)



Previous experience

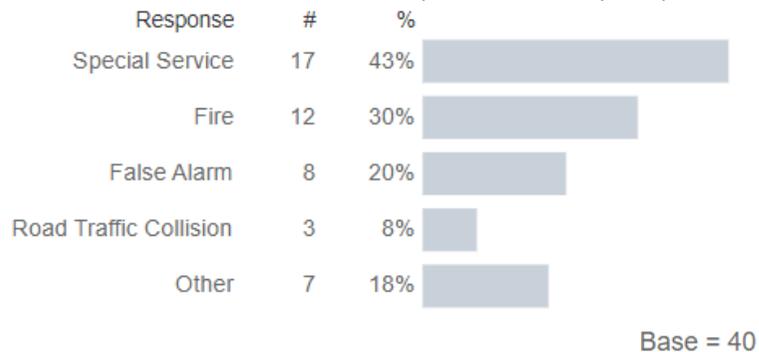
Respondents were asked whether they had previously had an incident during the past 3 years, even if the Fire and Rescue Service had not been called. Chart 26 shows that 14% of respondents said 'yes'.

Chart 26: Respondents who had previous incidents in the last 3 years



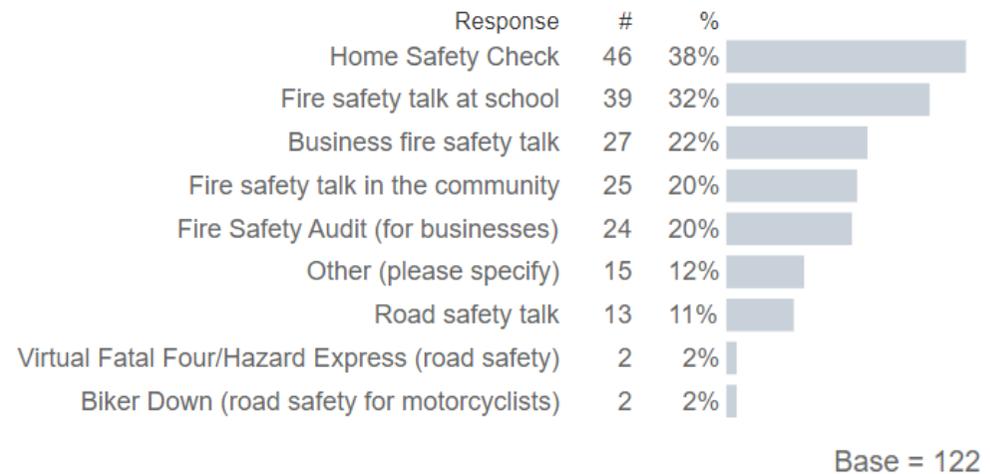
Of these 40 incidences, Chart 27 shows that 43% of these respondents said their previous incident involved a special service, 30% said their previous incident was a fire and 20% a false alarm. Previous incident that were a road traffic collision was 8% of responses. There were 18% of respondents that said they had an 'other' previous incidents that required Fire and Rescue Service.

Chart 27: Previous incidents experienced by respondents



Respondents were asked if they ever received any services from the Fire and Rescue Service prior to the current incident. Chart 28 shows that from the 122 respondents who had, 38% had a home safety check, 32% had a fire safety talk at school, 22% had a business fire safety talk and 20% had a fire safety talk in the community. There were 12% of respondents that said 'other', such as attending an incident or receiving some training via a job role. Thirteen respondents had received a road safety talk from a Fire and Rescue Service.

Chart 28: Previous fire and rescue services received by respondents



After the Incident survey results

Overall satisfaction

Chart 29 shows that the majority of the respondents (97%) were very satisfied and 3% were satisfied with the service they received from the Fire and Rescue service, from raising the call to any follow-up contact they had. No respondents reported themselves to be dissatisfied with their experience.

Chart 29: Overall satisfaction with the service

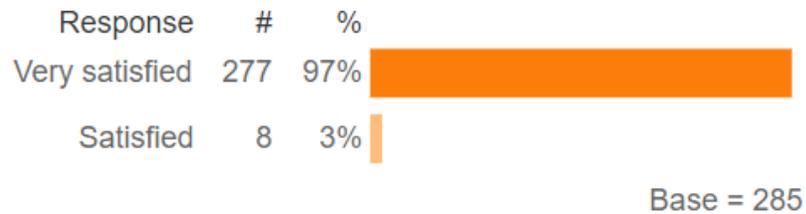
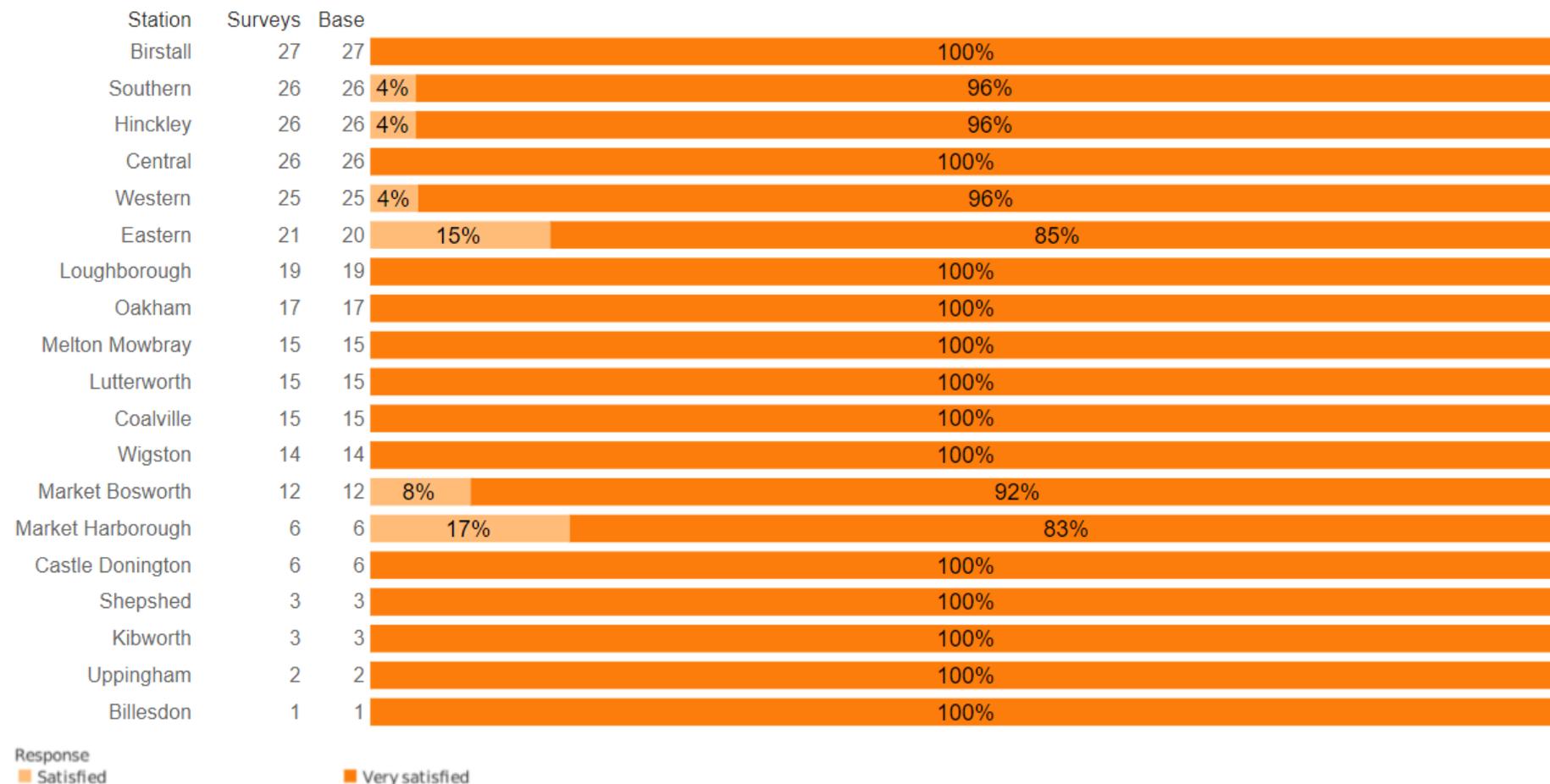


Chart 30 provides a station breakdown of how satisfied respondents felt with the overall service they received from LFRS. Response rates were varied as a result of low base counts (returned surveys) for some stations.

Of the respondents who had an incident handled by Birstall and Central, 100% said they were very satisfied overall with the service. Of the incidents handled by all other stations, the overall satisfaction was rated by respondents as very satisfied or satisfied.

Chart 30: Overall satisfaction with the service - Station Breakdown, ordered by number of survey responses (Base)



After the Incident survey results

Open-comment analysis

The following section provides analysis of the three open-comment questions relating to the 'Overall experience' section in the survey (a full list of themes are available in Appendix 1).

What did we do well?

Respondents were asked whether there was anything the Fire and Rescue Service did particularly well.

The majority of responses were positive. Respondents said that the team that attended their incident were calm, which in turn made them feel reassured and calm themselves. These respondents also mentioned feeling 'looked after'. Some respondents said that team that responded to their incident were informative and helpful. 'Polite', 'friendly', 'caring' and 'professional' were also used by respondents to describe the Fire and Rescue service. Several respondents said they were impressed with how quickly the Fire and Rescue team arrived at the scene and how quickly they dealt with the incident. Good communication was also referenced in relation to how the team communicated with those involved in the incident. Many of these qualities were referenced in relation to each other.

Thanks and gratitude were expressed, with respondents mentioning individuals and teams who were responsible for their positive experience. Others responded 'everything', indicating they felt everything was done well by LFRS.

Respondents also felt that those who attended the incident

treated individuals with respect and were non-judgmental in their approach. This was mentioned in relation to how respondents were made to feel themselves, and also how they treated others at the scene. Others expressed that they were impressed with the service overall.

"They were extremely reassuring and they kept me informed throughout. They were very calm which definitely helped!"

"They kept reassuring us and information was given as per needed which calmed us all down knowing we were safe and they checked everything."

"Very informative and spoke to us at every stage. They also left the scene in as clean and tidy and possible following the fire"

"The friendliness, the speed or response, making everyone at ease, support when they saw some people very anxious. Can't praise them enough for the professionalism they displayed."

"Very professional from start to finish."

"Polite and arrived extremely quickly"

"Very polite and communicative. Spent time to explain various aspects and put everyone's mind at ease"

"Communication and reassuring"

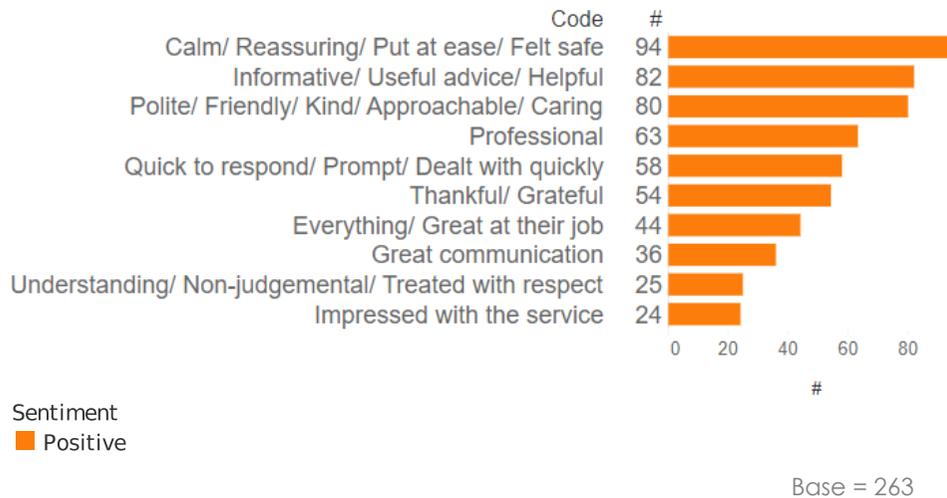
"Communication, contact and general management of the scene. In particular [names removed]. Great team and credit to the force - thank you."

"Everything was completed without fuss and with compassion"

"Helped to maintain my Mum's modesty and assist in regaining her sense of humour as she had been very distressed when I found her."

“My 2 year old daughter got a plastic ring stuck on her finger, and I took her to the station with my 4 year old son. The staff were incredible with them - very warm, friendly and calming. I don't think either of the children spoke during the visit (they can be quite shy) but they were still given stickers and shown into the station to see a fire engine. They were both thrilled and saw the whole thing as a fun experience rather than an 'incident'. I couldn't be happier with the service we received.”

Chart 31: What we did well - Top 10 codes



Was anyone dissatisfied?

Respondents were asked if they were dissatisfied with any part of the service and to explain why.

Apart from 'no', 'none', 'nothing' or 'not applicable' responses, several respondents provided general positive feedback about the service they received or expressed satisfaction with the team that handled their incident. Some respondents described the team as 'sweet', 'fabulous' and 'brilliant', whilst others said they were grateful for how their incident was handled.

Although the majority of feedback was positive, there were a couple of comments where respondents suggested that they were dissatisfied with an aspect of the service they received. These respondents mentioned issues with their initial call to the Leicestershire Fire and Rescue Service and a delay in response times.

There was one suggestion made in relation to how the survey is distributed.

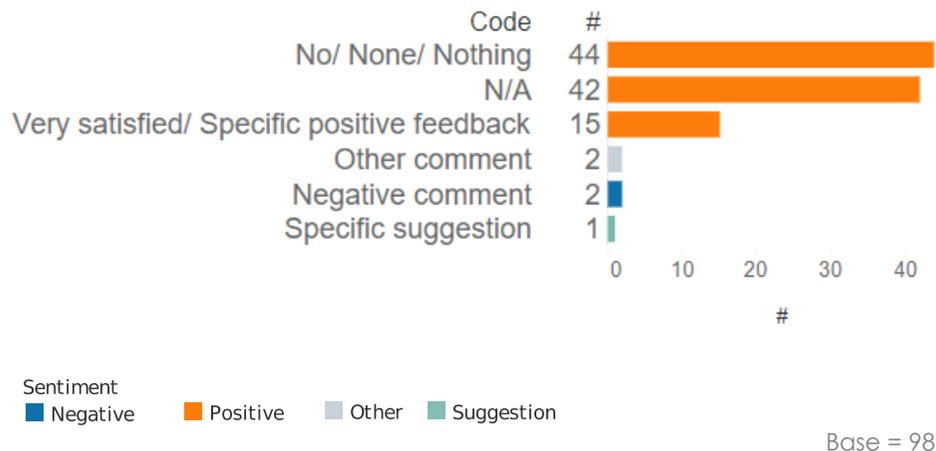
- “I was not dissatisfied by any of it.”
- “We are v happy. They behave v sweet.”
- “No none, I was actually surprised at how good they were.”
- “None at all Amazing service. 10/10”
- “Nope they was brilliant”
- “No, I'm very grateful.”

After the Incident survey results

"The phone call I had with them wasn't amazing they cut the call as soon as I spoke to them and didn't hold on to see if I needed anything. I kept asking if I should put water etc but no answer, didn't even tell me that I should stay away from the car it could explode which it did but the phone service wasn't amazing, once I rang it took a little long for the fire team to get there by which the whole grass was on flames but thankfully they came in time for it no to spread fully?"

"I am not dissatisfied with the service at all. they were all fabulous I do work in enablement and training, and understand how important feedback is, and am more than happy to fill out your survey. I do feel however, that you are asking your firefighters to hand out the survey as they leave is difficult for them .. it may be better to have a liaison call afterwards, to get feedback or finding some other mechanism for the feedback to be gathered"

Chart 32: Areas of dissatisfaction



Were there any suggested improvements?

Respondents were asked whether they had any suggestions for how the Fire and Rescue Service could improve their services. A large proportion responded 'no', 'none' or 'no improvement' and several responded 'not applicable'.

Many respondents used this question as an opportunity to leave general positive feedback about the team that attended their incident. Some said that they could not fault anything or could not find any improvements with the service that they received, and others said they were happy with everything. 'Brilliant', 'perfect' and 'excellent' were also mentioned by the respondents who left a positive comment about the service.

Some respondents insisted LFRS to continue providing the same service and encouraged them to 'keep up the good work'. Respondents expressed gratitude or thanked the team that responded to their incident. Others were positive about the prompt service they received and said that their incident was dealt with quickly.

A number of suggestions were made, including respondents who mentioned that the initial 999 staff needed to be more available or informative, a respondent who felt that they would have benefited from more information about the potential issues that could arise after a flood and two respondents who felt that certain equipment would have been useful during their incident. Others felt the service deserved a pay rise.

"Couldn't fault the service they provided"

"Based on my only experience which was today. I couldn't fault a thing, the service was exactly what I've always hoped they'd be like if ever I needed them. Excellent service"

"Nothing. We are happy with everything"

"They were excellent."

"No suggestions on improvement but to keep up the hard and honest work."

"Just keep doing what you are doing! Honestly, they had every right to be frustrated and find the situation funny! But they didn't make me feel any of that and that was the best gift they could have given me! Please don't change any part of that service you give. It is so valuable and very very appreciated!"

"Nope just continue doing a great job. Thank you"

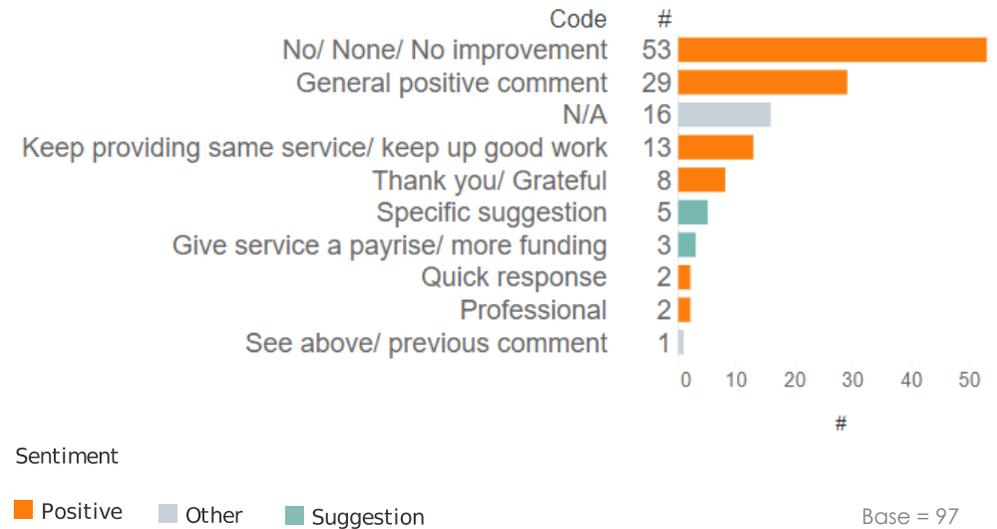
"No, the incident was dealt with in a vert timely and efficient manner"

"Access to suitable lower pressure pumps to remediate some flooded areas would be helpful"

"The call team need to be more informative.. stay on the call till the fire team arrive and give appropriate advice and update us on the fire teams arrival and their location and how long they will be there?"

"Pay your fire teams more, a lot more, they deserve it."

Chart 33: Suggestions for improvements - Top 10 codes



After the Incident survey results

Respondent Demographics

Chart 34: Respondent demographics (1)



Base = 276 to 286

*Respondents are asked about their gender identity, including 'female', 'male' and 'I use another term'.

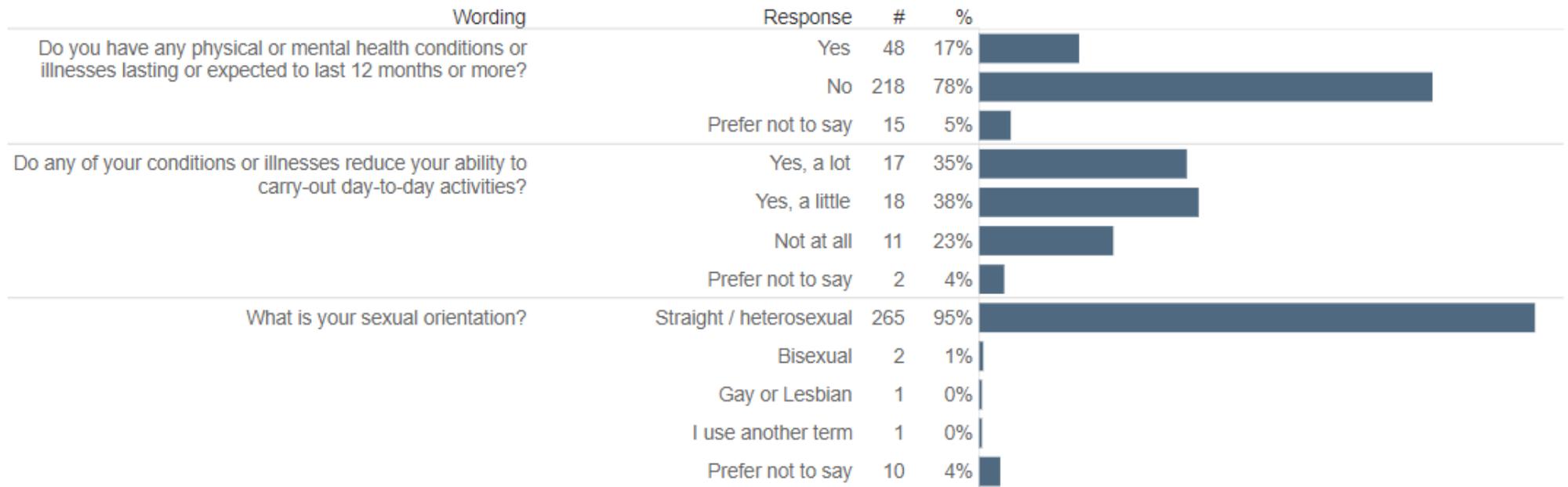
Chart 35: Respondent demographics (2)

Wording	Response	#	%
What is your ethnic group?	White - English/Welsh/Scottish/Northern Irish/British	228	82%
	Asian or Asian British - Indian	12	4%
	Any other White background	10	4%
	Black or Black British - African	5	2%
	Any other ethnic group	5	2%
	Asian or Asian British - Pakistani	4	1%
	Asian or Asian British - Bangladeshi	4	1%
	Mixed/multiple ethnic groups - White and Black African	3	1%
	Mixed/multiple ethnic groups - White and Black Caribbean	2	1%
	Black or Black British - Caribbean	2	1%
	White - Irish	1	0%
	Asian or Asian British - Chinese	1	0%
	Arab	1	0%
	Any other mixed/multiple ethnic background	1	0%
What is your religion?	No religion	127	46%
	Christian (all denominations)	119	43%
	Muslim	14	5%
	Hindu	12	4%
	Any other religion	3	1%
	Jewish	2	1%
	Buddhist	1	0%

Base = 278 to 279

After the Incident survey results

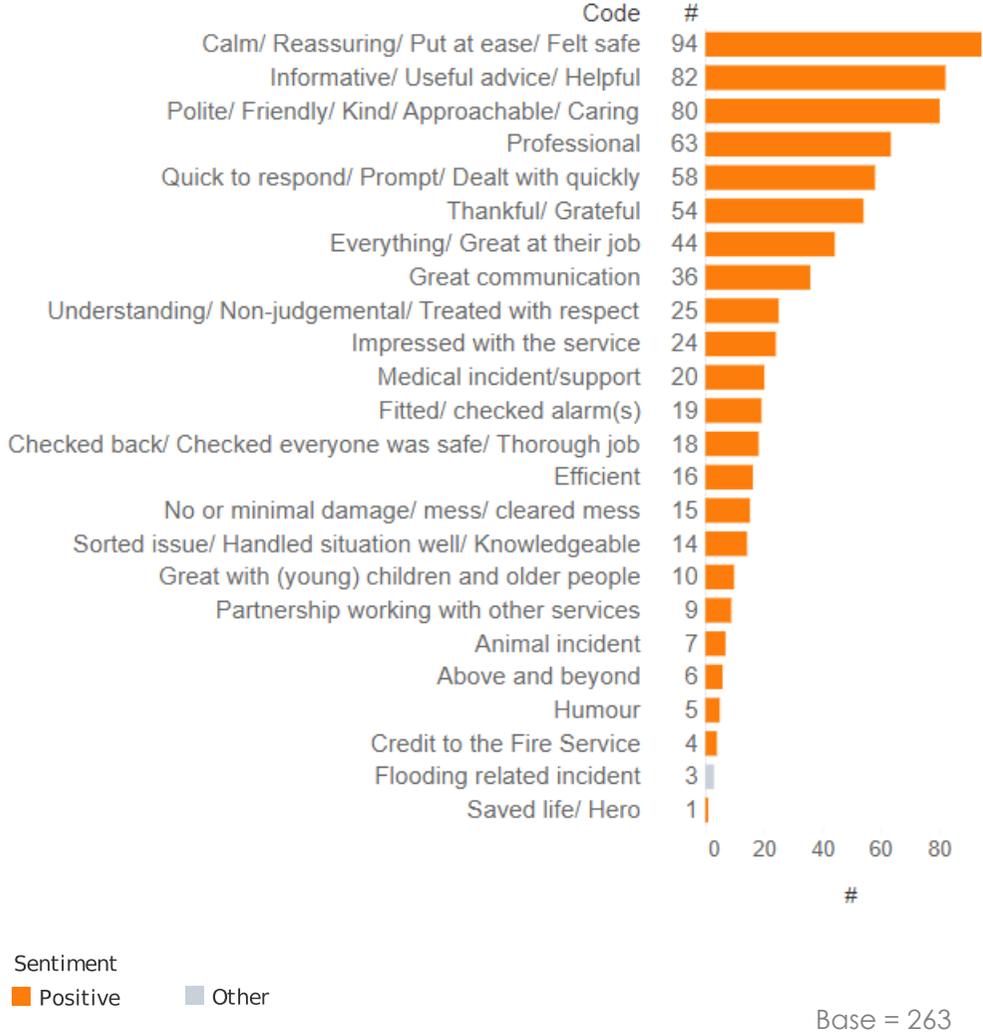
Chart 36: Respondent demographics (3)



Base = 48 to 281

Appendix 1 - All open comment themes

Chart 37: Was there anything the Fire and Rescue Service did particularly well?



After the Incident survey results

Chart 38: If you were dissatisfied with any part of the service, please explain why.

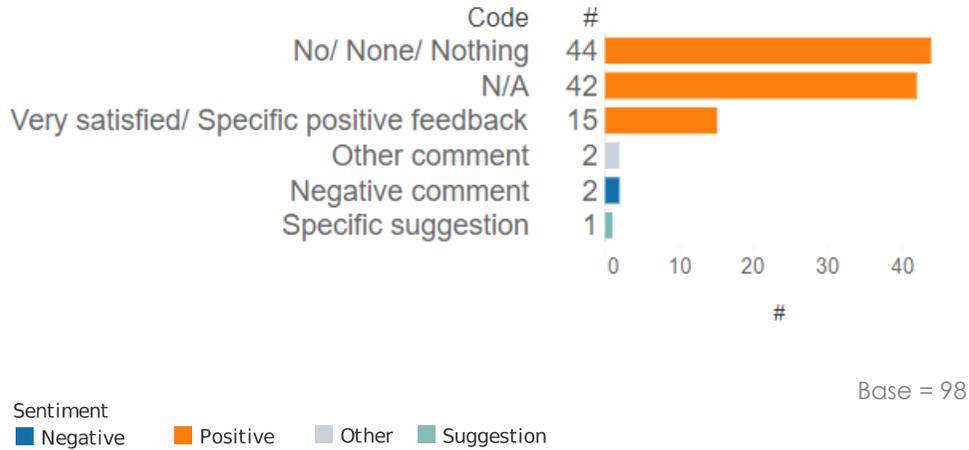
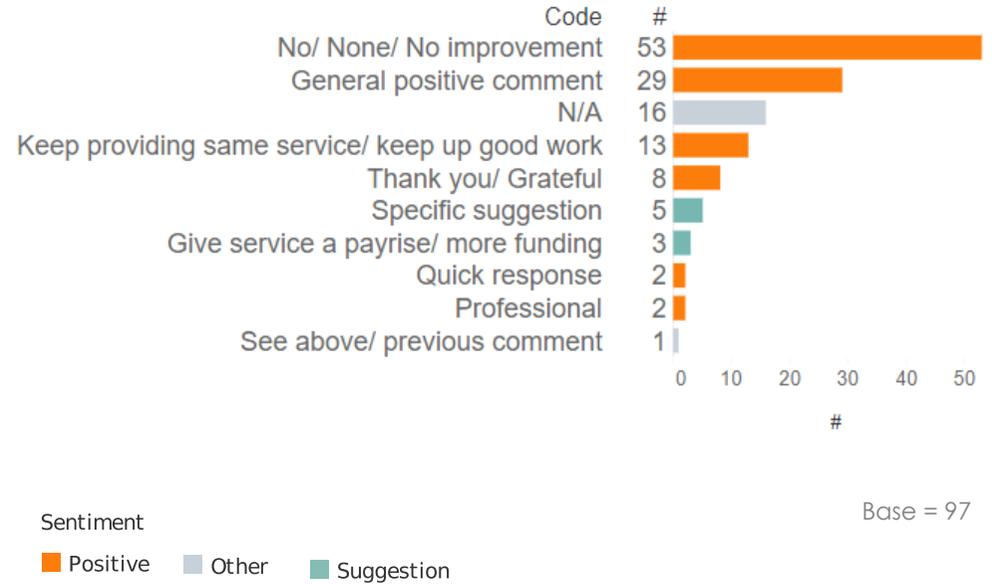


Chart 39: If you have any suggestions on how the Fire and Rescue Service could improve our service, please state below.





LEICESTERSHIRE
FIRE and RESCUE SERVICE



**SAFER
PEOPLE
SAFER
PLACES**

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