

Status of Report: Public

Meeting: Corporate Governance Committee (CGC)

Date: 13 July 2022

Subject: After the Incident Survey Annual Report 2021/2022

Report by: Chief Fire and Rescue Officer

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For: Information Only

Purpose

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of the outcomes of the After the Incident (ATI) Survey 2021/2022.

Recommendation

2. The CGC 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 a new 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 490 responses received in 2021/2022 (236 in 2020/2021). Overall, positive feedback was received in every section of the survey and 99.6% of respondents expressed overall satisfaction with the service they received from LFRS.
5. The arrangement with Leicestershire County Council costs £4,200 for the hosting of the survey, provision of a 'dashboard' to monitor results and the production of an 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' has been 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 that had been 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 for the survey in the past three years 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 34% of responses were regarding fires, 32% special services (animal rescue, medical incident, flood or gaining entry), 11% false alarms, 4% RTCs and 18% recorded as 'other' (for example carbon monoxide alarms, children locked in cars or ring removal etc).
11. Once the survey is completed the information becomes available overnight and populates the dashboard. Access to the dashboard has been 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:
 - 95% of respondents were 'very satisfied' with the initial 999 call
 - 99% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
 - 95% of respondents felt 'very well informed' at the scene
 - 98% of respondents were 'very satisfied' with the service they received at the scene
 - 94% of respondents felt all of the information or advice given was very useful
 - 99.6% 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 selection of these responses are included on pages 16, 17 and 18 in Appendix 1. This information is also shared internally with staff in bi-monthly communications.

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 the services provided.

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 in 2021/2022 was £4,200.

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. The number of responses received this year is more than double that of 2020/2021.

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 99% of respondents agreed that the Fire and Rescue Service 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 our communities think and ensuring our communities are well informed.

Background Papers

None.

Appendices

Appendix 1 - After the Incident Survey Annual Report 2021-2022

Officers to Contact

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