



After the Incident Survey Results 2021/22

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After the Incident survey results

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Contents

Executive summary	4		
1. Introduction and methodology	5		
Overview of the process	5		
Analysis methodology	5		
Survey respondent profile	5		
2. Survey response analysis	6		
Incident type	6		
Call Handling - 999 customer service	6		
At the scene of the incident	8		
Impact on respondents	12		
Previous experience	14		
Overall satisfaction	14		
Open-comment analysis	16		
Respondent demographics	19		
		Appendices	
		1. All open-comment themes	22

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.

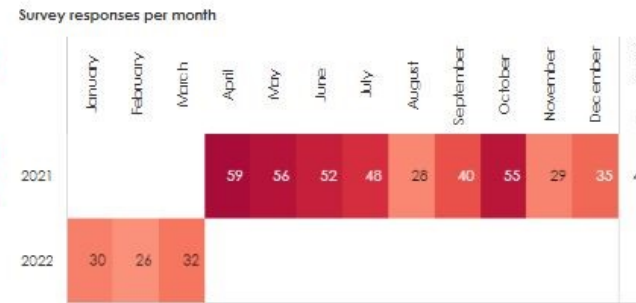
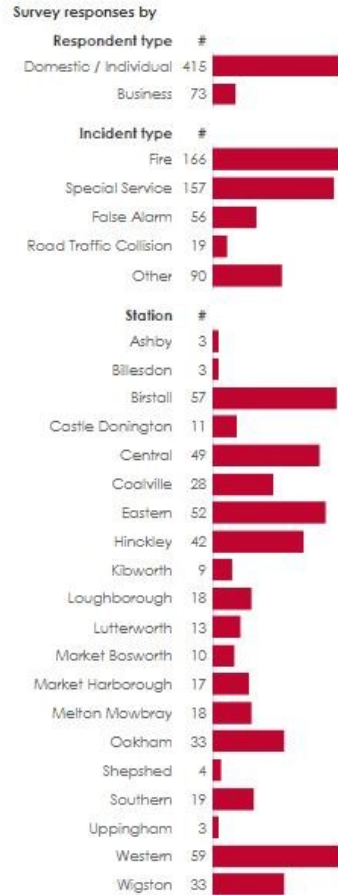
This report provides an analysis of the survey responses received in 2021/22 (1st April 2021 to 31st March 2022).

The final open-ended question asked respondents whether they had any suggestions for how the Fire and Rescue Service could improve their services. Excluding 'no' and 'not applicable' responses and further positive comments, some respondents made some specific suggestions (e.g. having more equipment available at the scene and providing follow-up aftercare). Some also felt the service deserved more funding from the government and a pay increase.

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



490
 survey responses received between Apr 2021 - Mar 2022

Satisfaction metrics (hover over %s for more detail)

97.9%
 were satisfied with the initial contact

98.9%
 said the Service arrived on time or quicker than expected

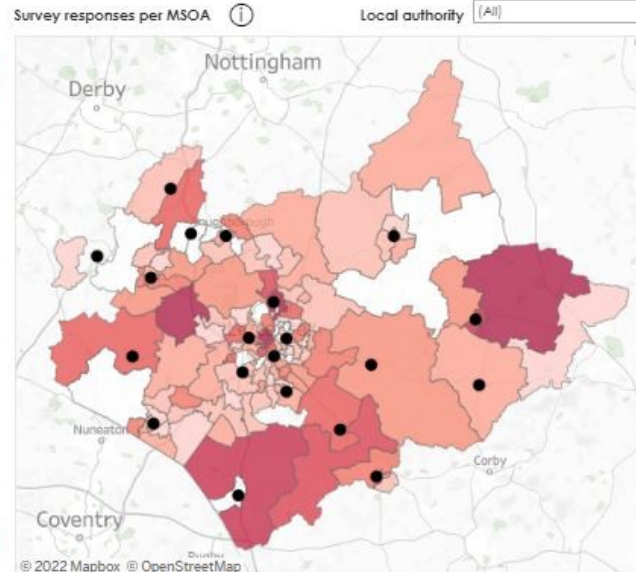
99.8%
 felt informed during the incident

98.8%
 agreed the effects of the incident were kept to a minimum

92.0%
 said the incident did not result in an injury

99.6%
 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
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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 2021 to 31st March 2022.

Analysis methodology

In total, between 1st April 2021 to 31st March 2022, 490 responses were received to the survey. The responses to this survey have been analysed in Chapter 2.

Graphs and tables 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. 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 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

Just over four fifths (85%) of respondents were responding to the survey about a domestic/ individual incident and almost one fifth (15%) were business incidents. Notably, the sample appeared underrepresented by males (41%) compared to females (58%).

A full list of respondent demographics is on pages 19 to 21.

Chapter 2: Survey response analysis

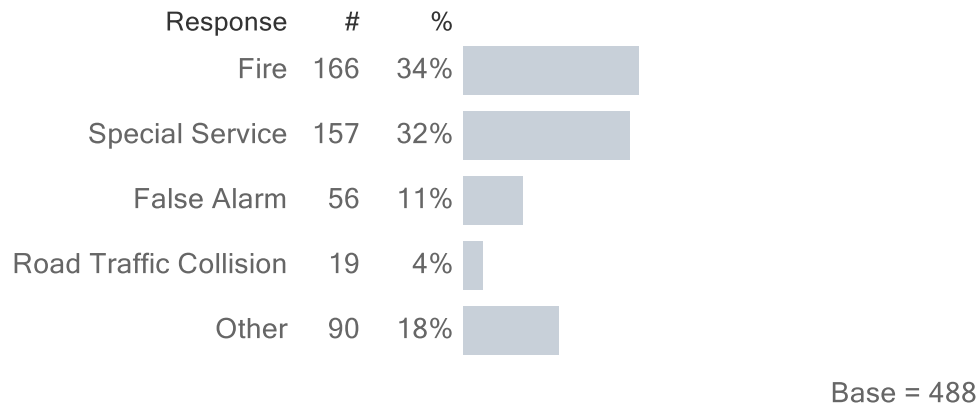
Incident type

Chart 1 shows the number of each type of incident reported between 1st April 2021 to 31st March 2022.

Around a third of incidents were in response to an experience of a fire (34%) and a 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry (32%).

Some responded to the survey about a false alarm (11%). Few were in response to an incident involving a road traffic collision (4%). Just under a fifth of incidents were classified as 'other' (18%), including children locked in cars, triggered carbon monoxide alarms, ring removals or helping elderly individuals.

Chart 1: Incident type



Call handling - 999 Customer Service

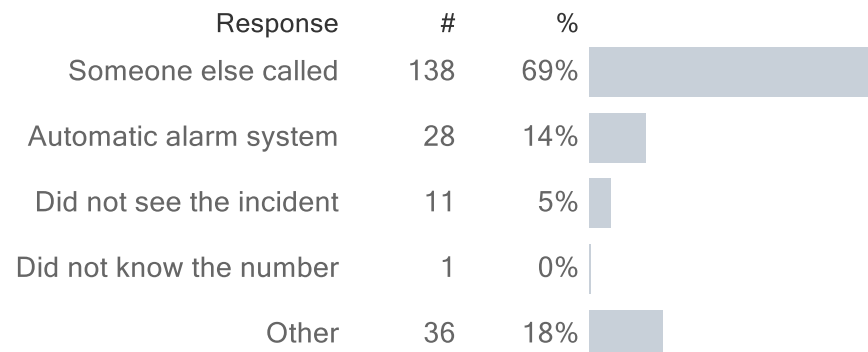
Overall, 58% of respondents called the 999 emergency services themselves (see Chart 2).

Chart 2: Whether the respondent called the emergency services themselves



Of those who did not call themselves, 69% said someone else called, 14% had an automatic alarm system, 5% did not see the incident, and 18% provided other reasons. One respondent said they did not know the number (see Chart 3).

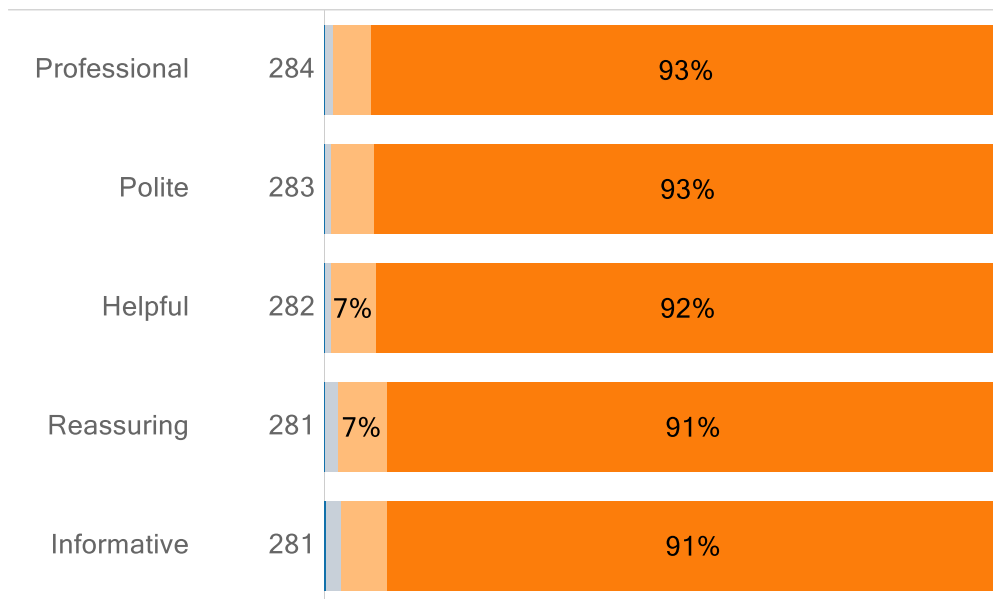
Chart 3: Why the respondent did not call the emergency services themselves (multiple-choice)



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 vast majority of respondents were positive about each of the five aspects in which their call was handled. Chart 4 shows 93% of respondents strongly agreed that the control service team who handled their call were both professional and polite, 92% strongly agreed that they were helpful and 91% strongly agreed that they were reassuring and informative. One respondent disagreed that the control service team who handled their call were professional, polite, helpful, informative or reassuring.

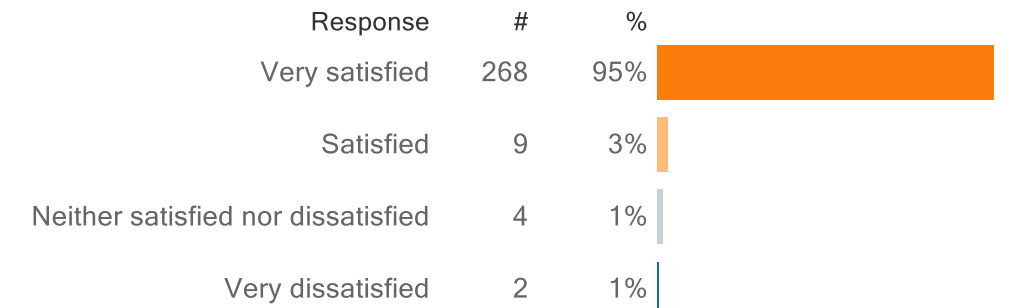
Chart 4: Experience of staff who handled initial 999 call



Response
 Strongly agree
 Agree
 Neither agree nor disagree
 Strongly disagree

Respondents were asked about their overall satisfaction with their initial contact. Chart 5 shows 95% of respondents were very satisfied and 3% were satisfied. Four respondents said they were neither satisfied nor dissatisfied (4%) and two respondents said they were very dissatisfied (1%) with this aspect of the service.

Chart 5: Overall satisfaction with initial 999 call.



Base = 283

After the Incident survey results

At the scene of the incident

Chart 6 shows there were 465 respondents who said they were present at the scene of the incident (95%).

Chart 6: Present at the scene

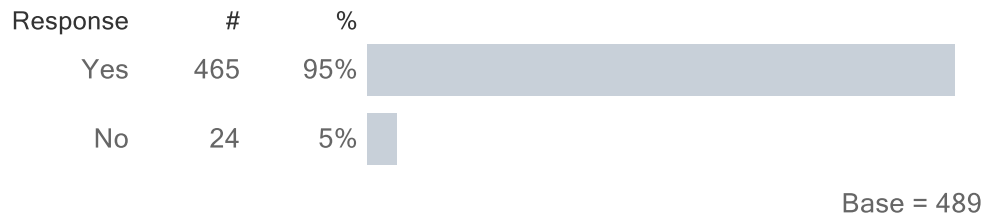


Chart 7 shows that of the respondents who were present at the scene, just over three quarters (76%) felt that the Fire and Rescue Service arrived quicker than they expected and just under a quarter (23%) felt that they arrived as expected. There were five respondents that said the service was slower than expected (1%).

Chart 7: Fire and Rescue Service arrival

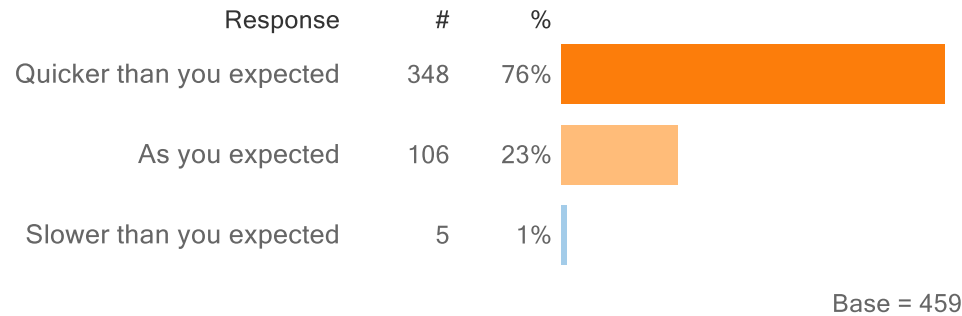


Chart 8 shows that of the respondents who were present at the scene, 95% felt very well informed, and 4% felt fairly well informed. One respondent said they did not feel very well informed.

Chart 8: Informed at the scene

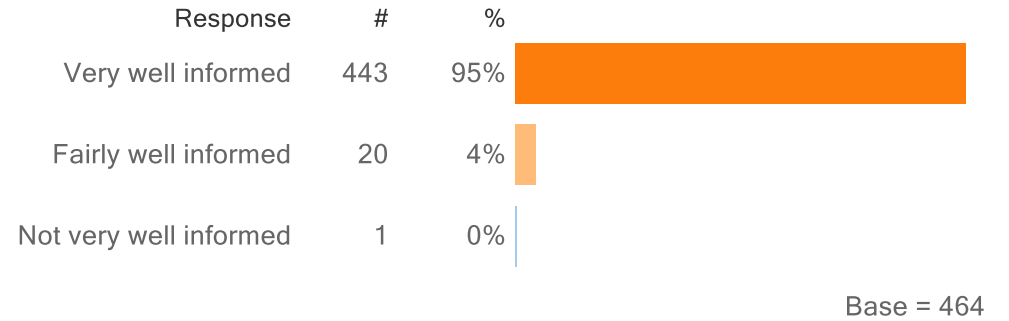
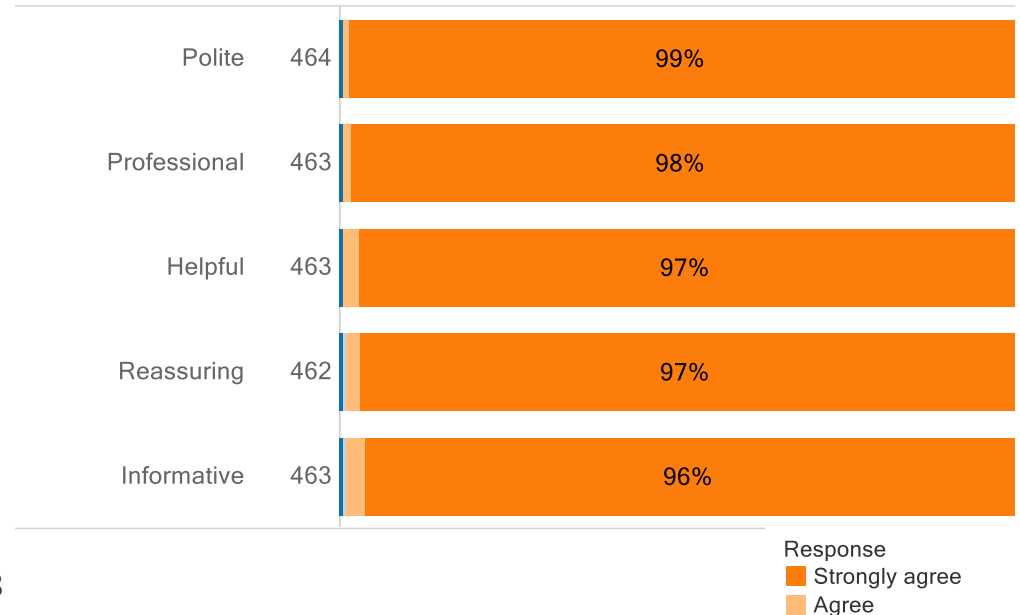


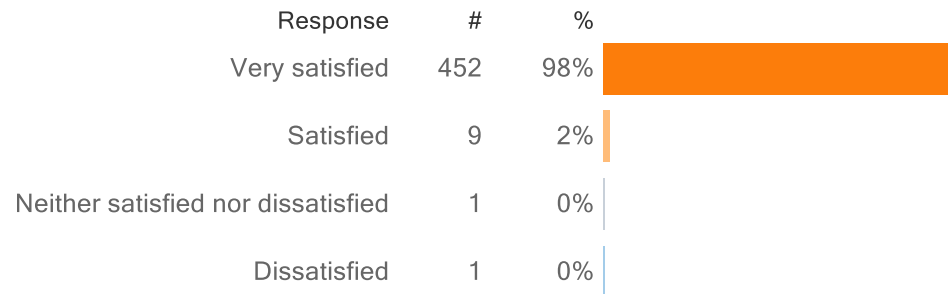
Chart 9 shows the vast majority of respondents were positive about the team who were present at the scene of the incident. Almost all (99%) respondents who were present at the scene strongly agreed that the team who attended their incident were polite, 98% said they were professional, 97% said they were helpful and reassuring and 96% said they were informative. There were two respondents who said they strongly disagreed that the team were polite, helpful, professional, reassuring or informative.

Chart 9: Experience of LFRS staff at the scene



As shown in Chart 10, 98% of respondents were very satisfied with the service they received at the scene and 2% were satisfied. One respondent said they were neither satisfied nor dissatisfied and one respondent said they were dissatisfied.

Chart 10: Satisfaction of service received at the scene



Base = 463

Respondents were asked whether they had received information or advice during/after the incident. Chart 11 shows that 96% of respondents said they had received information or advice during/after the incident. There were 18 respondents who said they had not.

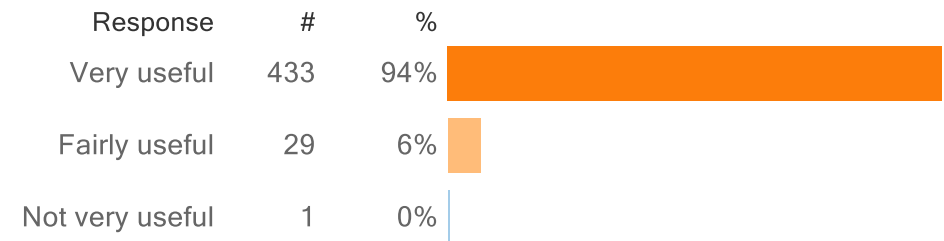
Chart 11: Whether the respondent received information during/after the incident



Base = 487

Chart 12 shows that almost all respondents found the information and/or advice that they had received after the incident to be either very useful (94%) or fairly useful (6%). One respondent said they found it not very useful.

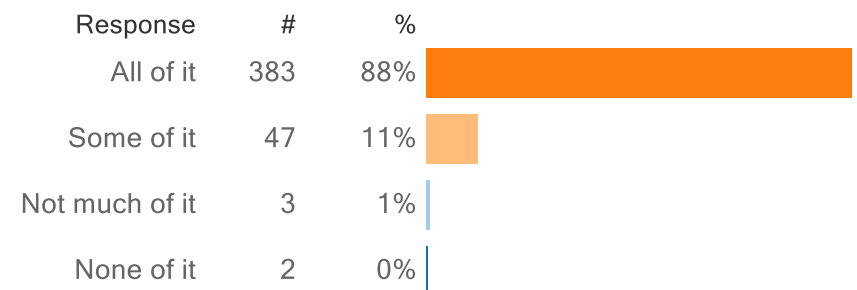
Chart 12: How useful the information or advice was



Base = 463

Chart 13 shows 88% of respondents said that all of the advice they were given during or after the incident had been adopted, with 11% stating some of the advice they had received had been adopted. Three respondents said that they had not adopted much of the advice and two respondents said they had not adopted any of it.

Chart 13: Whether the advice given from the LFRS was adopted



Base = 435

Chart 14 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 for some stations.

After the Incident survey results

Of the respondents who had an incident handled by Western and Central, 100% said they felt very well informed. Of those who had an incident handled by Birstall, 96% said they felt very well informed and 4% said they felt fairly well informed at the scene of the incident.

Of the respondents who answered the survey about an incident that was handled by Oakham, 86% said they felt very well informed, 11% said they felt fairly informed. One respondent who answered the survey about an incident handled by Oakham said they did not feel very well informed.

Chart 14: How well informed at the scene - Station Breakdown (ordered by number of survey responses)

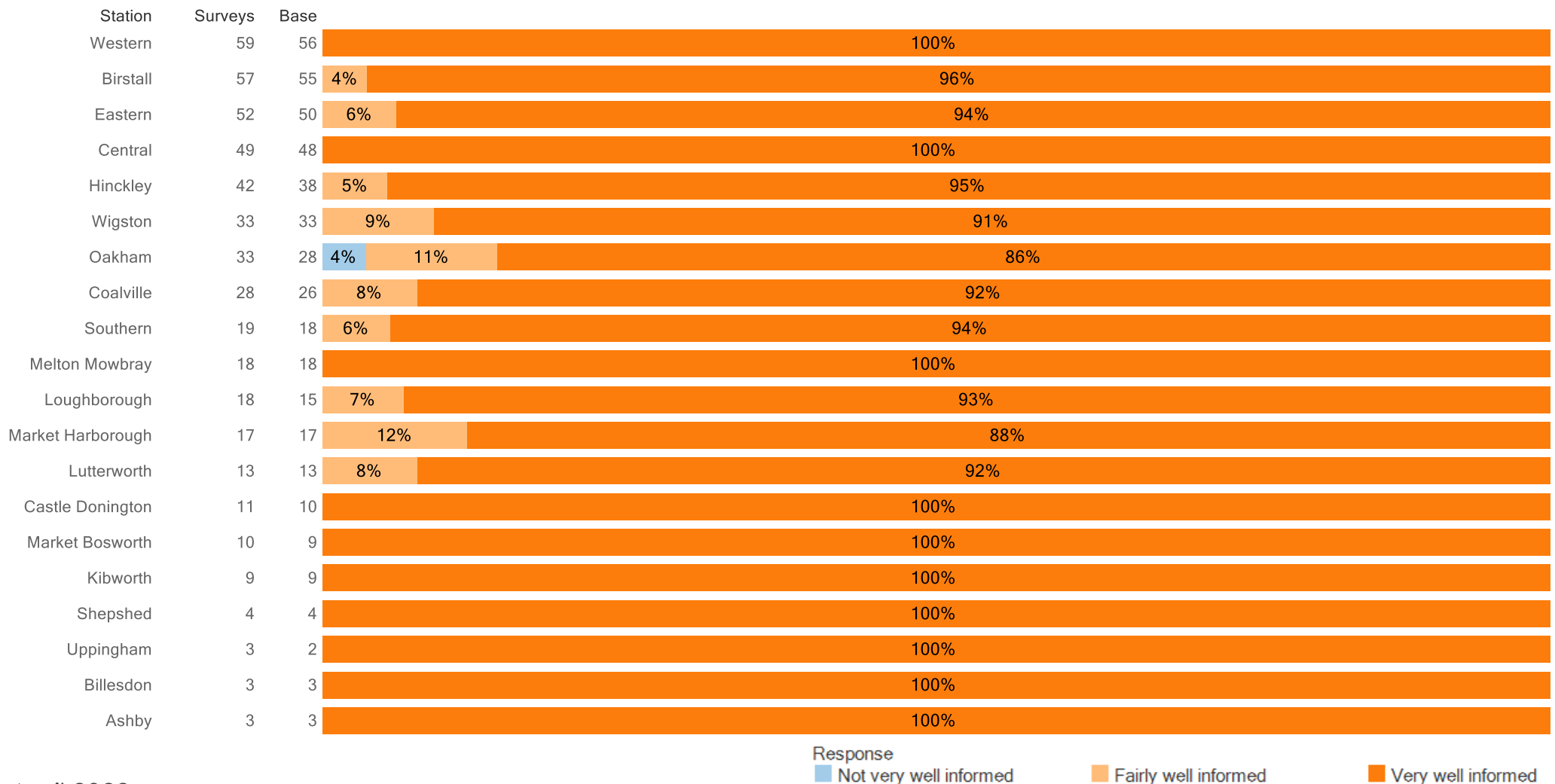


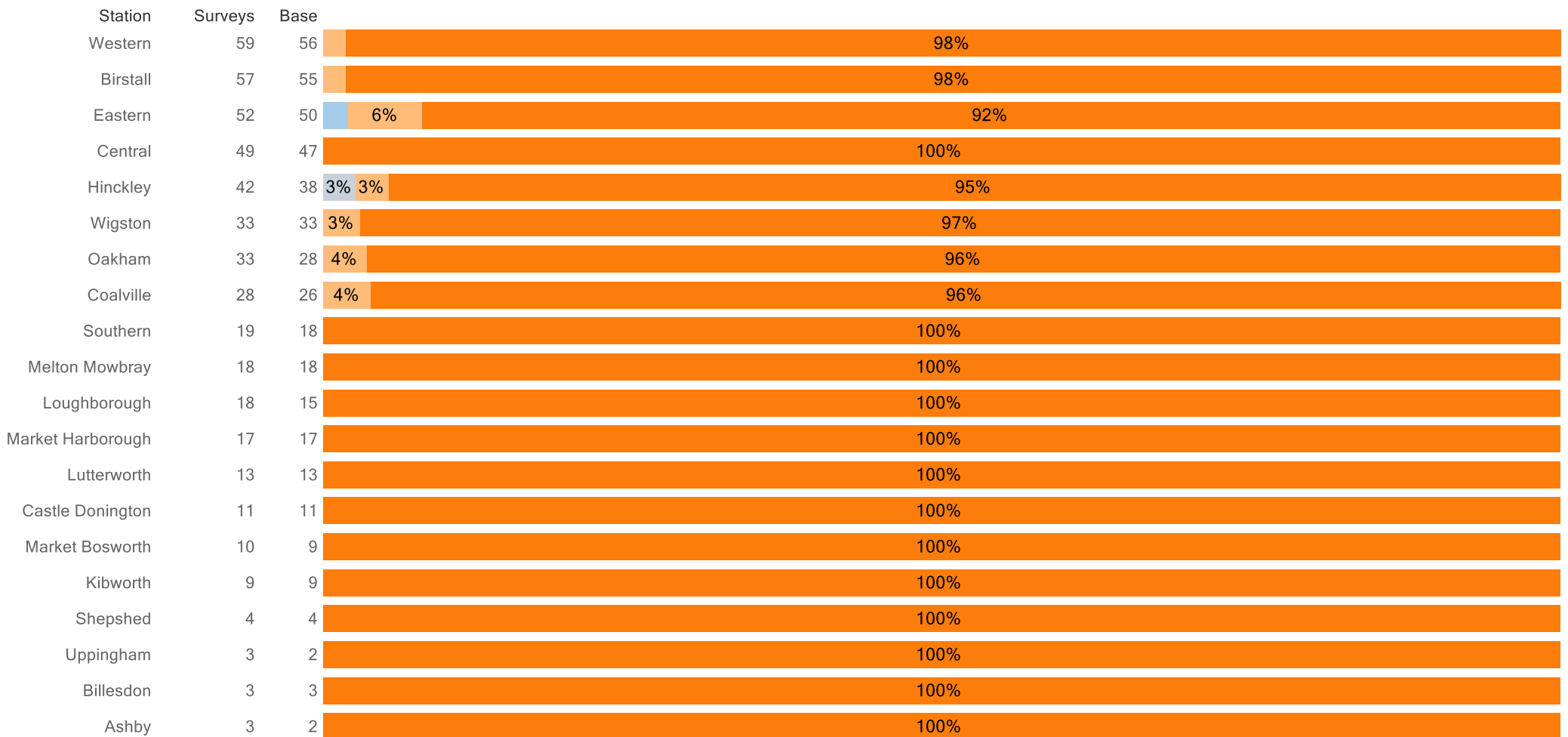
Chart 15 provides a station breakdown of how satisfied respondents felt with the overall service received at the scene of the incident. Response rates were varied as a result of low base counts for some stations.

All respondents of 13 out of 20 stations said they were 'very satisfied' with the service provided at the scene.

After the Incident survey results

Of those who answered the survey about an incident handled by Eastern, 92% said they were very satisfied, 6% said they were satisfied. One respondent said they were dissatisfied with the service received at the scene.

Chart 15: Overall satisfaction with service received at the scene - Station Breakdown (ordered by number of survey responses)



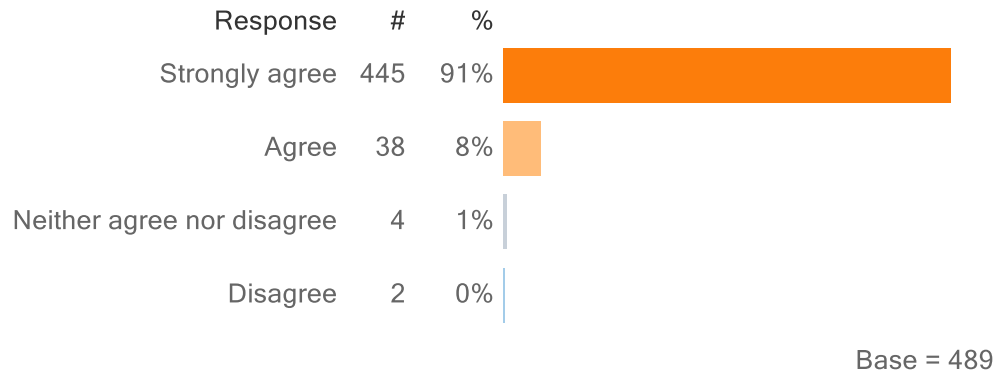
Response
■ Disagree
■ Agree
■ Neither agree nor disagree
■ Strongly agree

After the Incident survey results

Impact on respondents

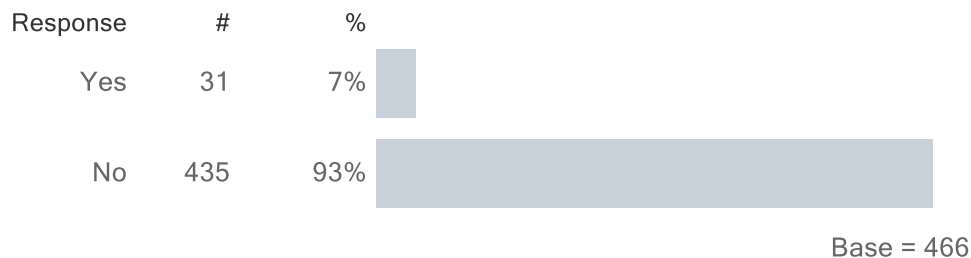
Chart 16 shows 91% of respondents strongly agreed and 8% agreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum. There were four respondents who said they neither agreed nor disagreed and two who said they disagreed.

Chart 16: 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 7% of respondents said they were (see Chart 17).

Chart 17: 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 18 shows 39 respondents said that someone was injured (8%).

Chart 18: 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 19 shows there were 34 respondents who answered 'yes' (7%).

Chart 19: Whether anyone had to take time off work

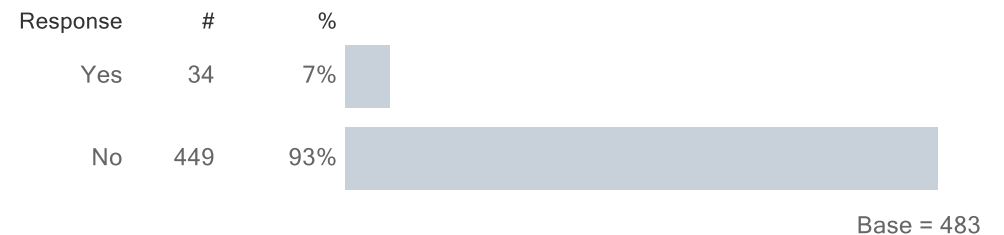


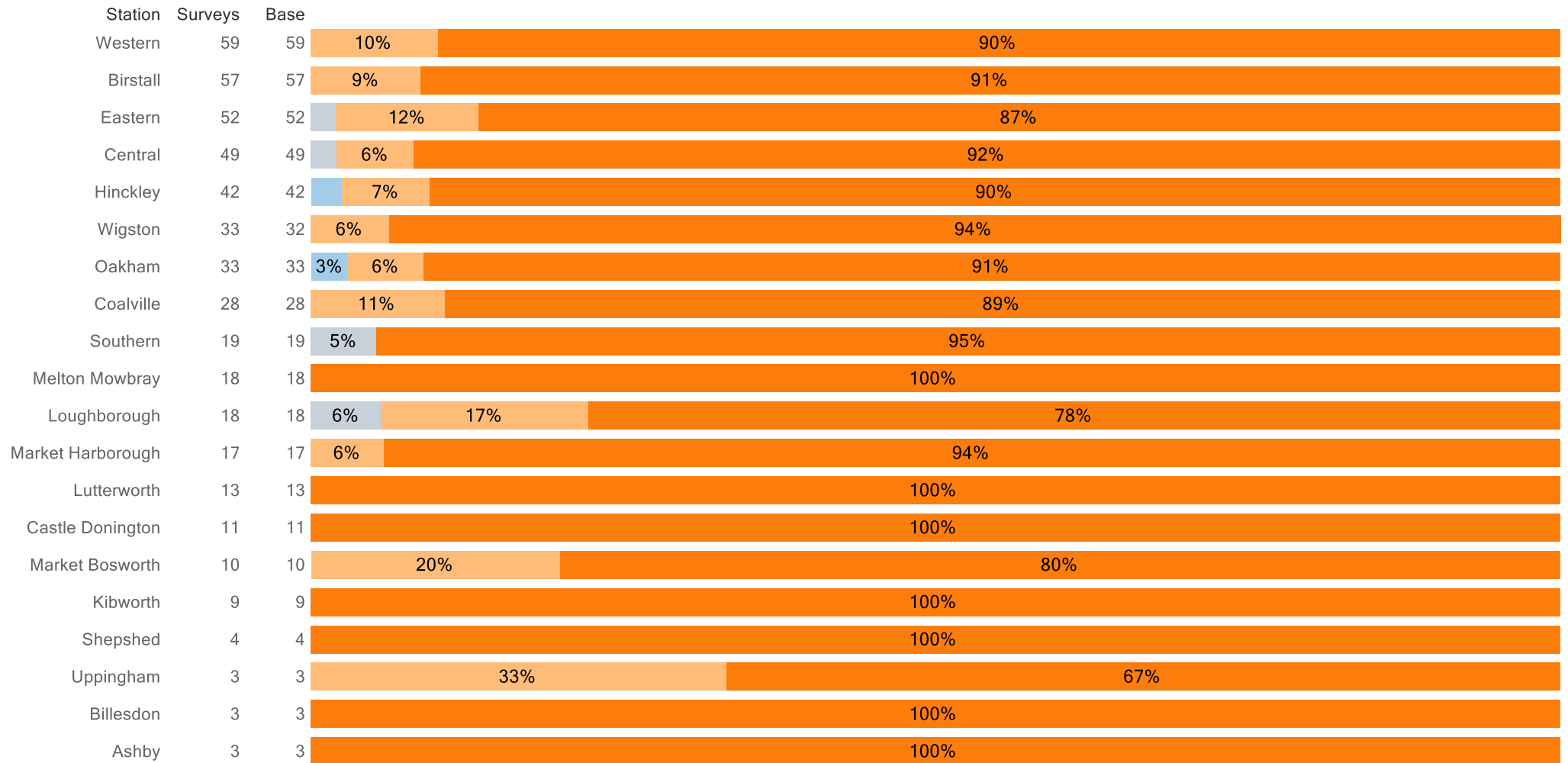
Chart 20 provides a station breakdown of the extent to which respondents agreed or disagreed that the Fire and Rescue Service kept the effects of the incident to a minimum. Response rates were varied as a result of low base counts for some stations.

* 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

Of those who had their incident handled by Western, 90% strongly agreed and 10% agreed that the effects of the incident were kept to a minimum. Similarly, of those who had an incident handled by Birstall, 91% strongly agreed and 9% agreed that LFRS kept the effects

of the incident to a minimum. Of those who answered the survey about an incident handled by Hinckley, 90% said they strongly agreed, 7% said they agreed and 2% said they disagreed.

Chart 20: Keeping the effects of the incident to a minimum - Station breakdown (ordered by number of survey responses)



Response
■ Disagree
■ Neither agree nor disagree
■ Agree
■ Strongly agree

After the Incident survey results

Previous experience

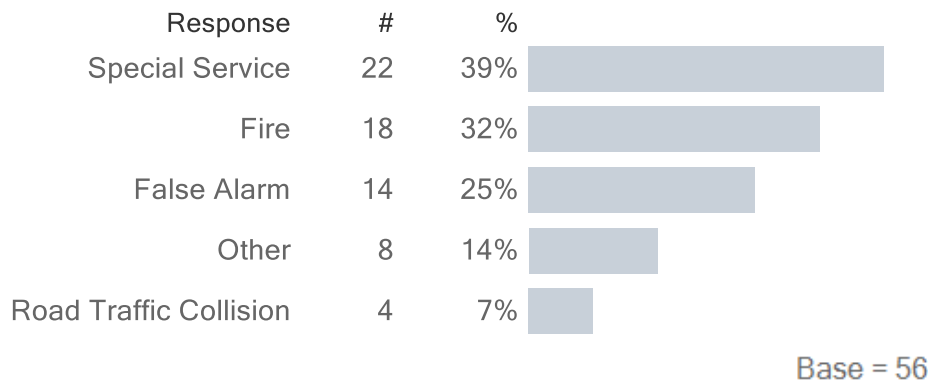
Respondents were asked whether they had previously had an incident during the past 3 years, even if the Fire and Rescue Service had not been called. Chart 21 shows that 56 respondents had (12%).

Chart 21: Respondents who had previous incidents in the last 3 years



Of those that had previously had an incident in the last 3 years: 22 incidents involved a special service, 18 incidents involved a fire, 14 were false alarms, eight were considered to be 'other' and four were a road traffic collision (as shown in Chart 22).

Chart 22: Previous incidents experienced by respondents (multiple-choice)



Overall satisfaction

Chart 23 shows that 96% of respondents were very satisfied and 4% were satisfied with the service they received from the Fire and Rescue service, from raising the call to any follow-up contact they had. One respondent said they were dissatisfied and one respondent said they were very dissatisfied.

Chart 23: Overall satisfaction with the service

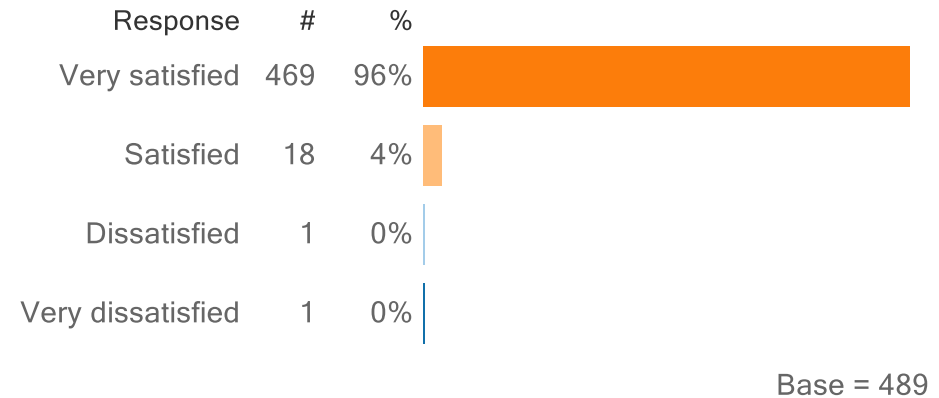
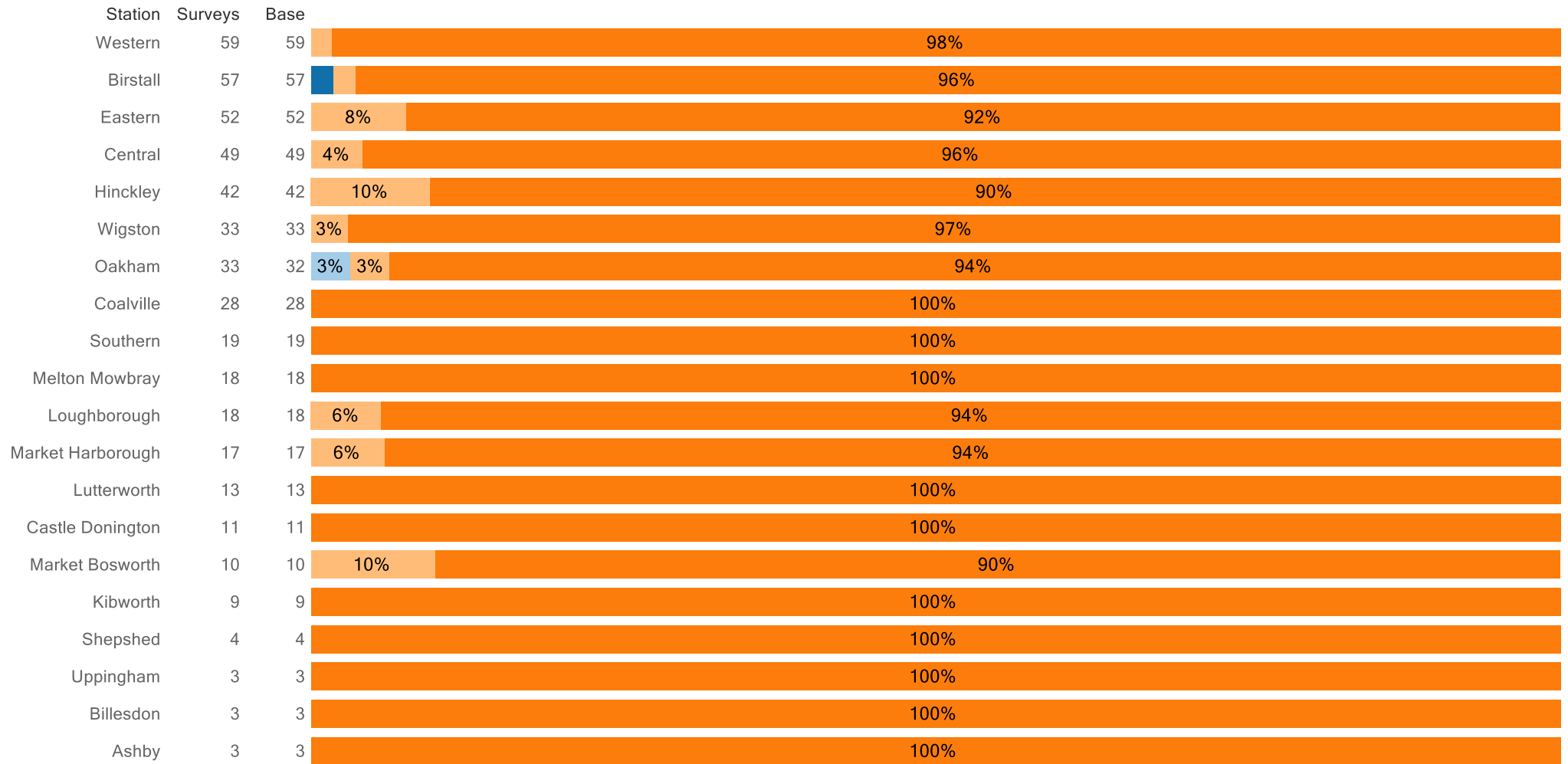


Chart 24 provides a station breakdown of how satisfied respondents felt with the overall service they received from LFRS. Response rates were varied as a result of low base counts for some stations.

Of the respondents who had an incident handled by Western, 98% said they were very satisfied overall with the service and 2% were satisfied with the service overall. Of the incidents handled by Birstall, 96% were very satisfied and one respondent was satisfied. One respondent said they were very dissatisfied with the service overall.

Chart 24: Overall satisfaction with the service - Station breakdown (ordered by number of survey responses)



Response
■ Very dissatisfied
■ Dissatisfied
■ Satisfied
■ Very satisfied

After the Incident survey results

Open-comment analysis

The following section provides analysis of the three open-comment survey questions (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. Overall, the respondents provided very positive feedback to this question.

A large number of respondents commented on how the Fire and Rescue Service team who attended their incident were calm, reassuring and made them feel safe and at ease. Many mentioned how the team were helpful, informative and had given them useful advice. Others described the team using words such as 'polite', 'approachable', 'friendly', 'knowledgeable' and 'respectful'.

Many respondents were impressed with other aspects of the service, specifically referencing how quick the team were to respond, how quickly the incident was dealt with and their thorough job throughout. Others mentioned that the team that dealt with their incident were a credit to Leicestershire Fire and Rescue Service.

Other responses included a 'thank you' and expressed how 'grateful' they were to the team.

"...professionalism in which they acted was incredible. The friendliness and warmth of all of the team was extremely comforting and reassuring and instantly made my partner feel calm. They were able to get to the root cause of the problem with the car and gave us the best advice possible. It means so much to know that we could rely on such kind and conscientious individuals who would truly do anything to keep you safe. True heroes, please pass on our many thanks"

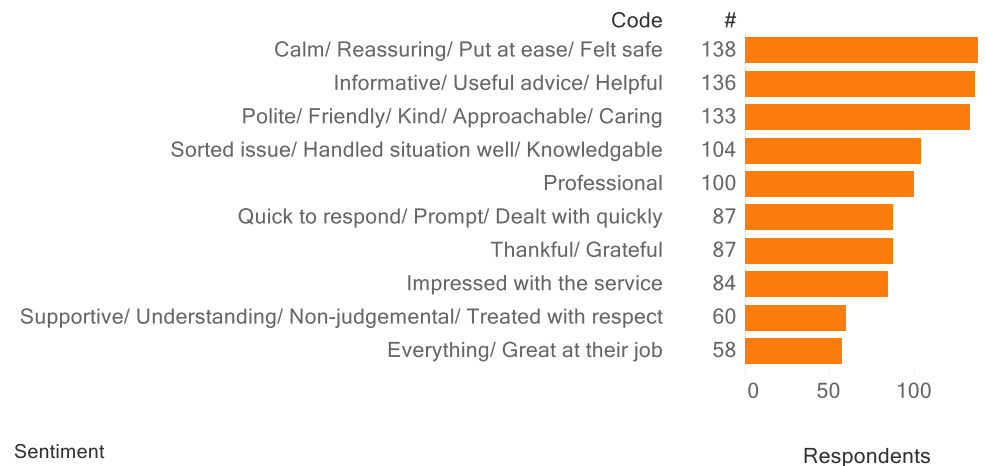
"The fire fighters who came to the incident were amazing. Really helpful and kind [people] who arrived quickly and released my toddler from the radiator. I couldn't fault them at all. I am very very happy with the service I received from each one of them"

"They were calm and respectful and didn't scare me despite waking me up at 4am to the news my fence had been on fire. Brilliant at keeping the drama out of the situation"

"They constantly reassured me. They were brilliant with my daughter and given her and her sister an activity pack which they love. They arrived very quickly too. I cannot fault anything they did, amazing"

"Arrived quickly. Dealt with the situation promptly and efficiently. Investigated thoroughly"

Chart 25: Q21 - Top 10 codes



Was anyone dissatisfied?

Respondents were asked if they were dissatisfied with any part of the service and to explain why. Many respondents did not answer this question and of those who did, the majority responded 'not applicable' or 'no'.

Several respondents left positive feedback, by expressing their gratification for the Fire and Rescue team who handled their incident and satisfaction of the service they received.

Six respondents were dissatisfied with an aspect of the service they received. These comments included a delay of the team arriving, lack of resources/equipment necessary at the scene and being unable to contact the service with issues after the incident.

Other respondents made a specific suggestions such as giving the Fire and Rescue team a raise or more praise to say thank you for their service.

"Wasn't dissatisfied, cannot fault the team that helped"

"We were more than satisfied with all the service. They were polite, very professional, friendly & helpful"

"999 didn't act, called me back after 20 minutes and still hadn't issued any help so we broke in to help the elderly lady ourselves"

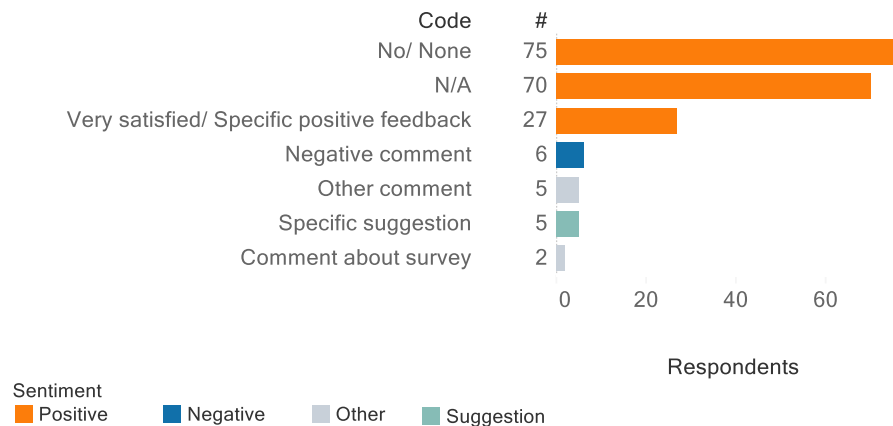
"The call handler not sure if I was Leicestershire or Northamptonshire. Not good when there's a fire so panicked me more"

"Why did the fire service not attend when they were informed of the alarm by the monitoring centre? I had to make a 20 minute drive to then see the fire and then call 999. The fire service could have attended 20 minutes earlier if they had responded to the call from the monitoring service."

"They all need a raise and medals, real heroes"

33

Chart 26: Q22 codes



After the Incident survey results

Were there any suggested improvements?

Respondents were asked whether they had any suggestions for how the Fire and Rescue Service could improve their services.

Apart from 'no', 'n/a' or 'no improvement' responses, several respondents provided general positive feedback about the specific team who handled their incident, or the Fire and Rescue Service as an organisation. Some respondents left encouraging comments such as 'keep doing what they do so well'. Others thanked the team who attended their incident and commented on the professionalism of the service they received.

Whilst the majority of feedback provided were positive responses, there were a couple of suggestions made by respondents including: improving communication with the customers, having more equipment available at the scene and providing follow-up aftercare.

Some felt the service deserved more funding from the government and a pay increase.

"I don't feel it could be improved, my experience of their service was first class"

"The service I received was outstanding. Keep it going"

"These [people] are true professionals, kind, respectful for [people's] beliefs and very conscious and careful about the safety of the tenants. A big thank you"

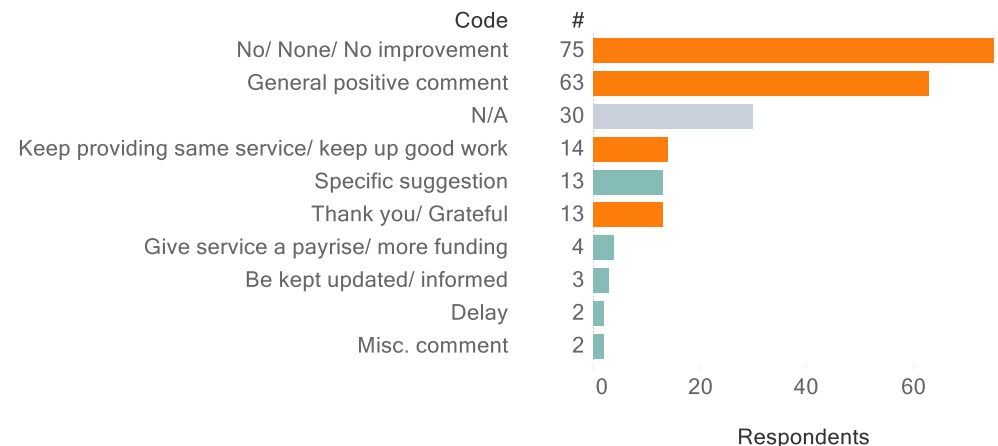
"Could have communicated with me directly at the beginning... where I was stuck"

"Write down the next steps as it was a lot to remember"

"Issue the crews with special inflatable lifting aids, which I am informed ambulance crews carry, but fire and rescue crews do not"

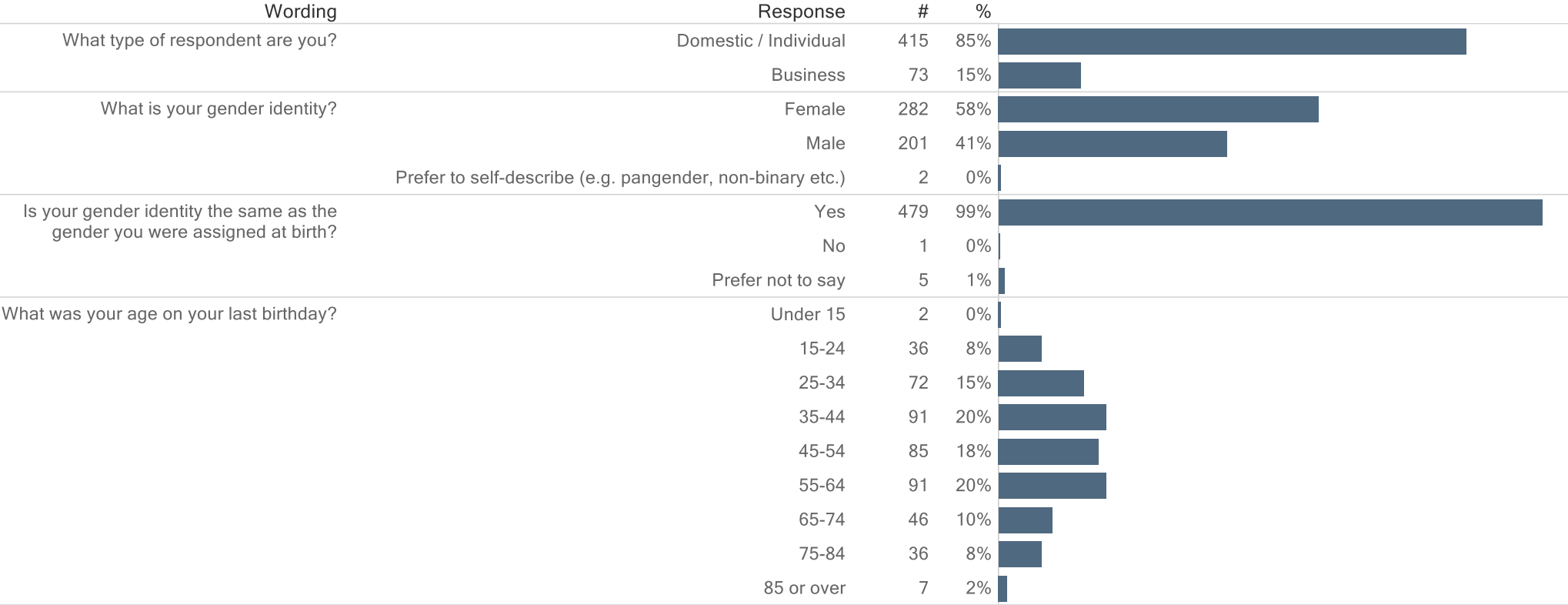
"They were great just as they are... maybe a good pay rise would be a wonderful reward for all their bravery and hard work"

Chart 27: Q23 - Top 10 codes



Respondent Demographics

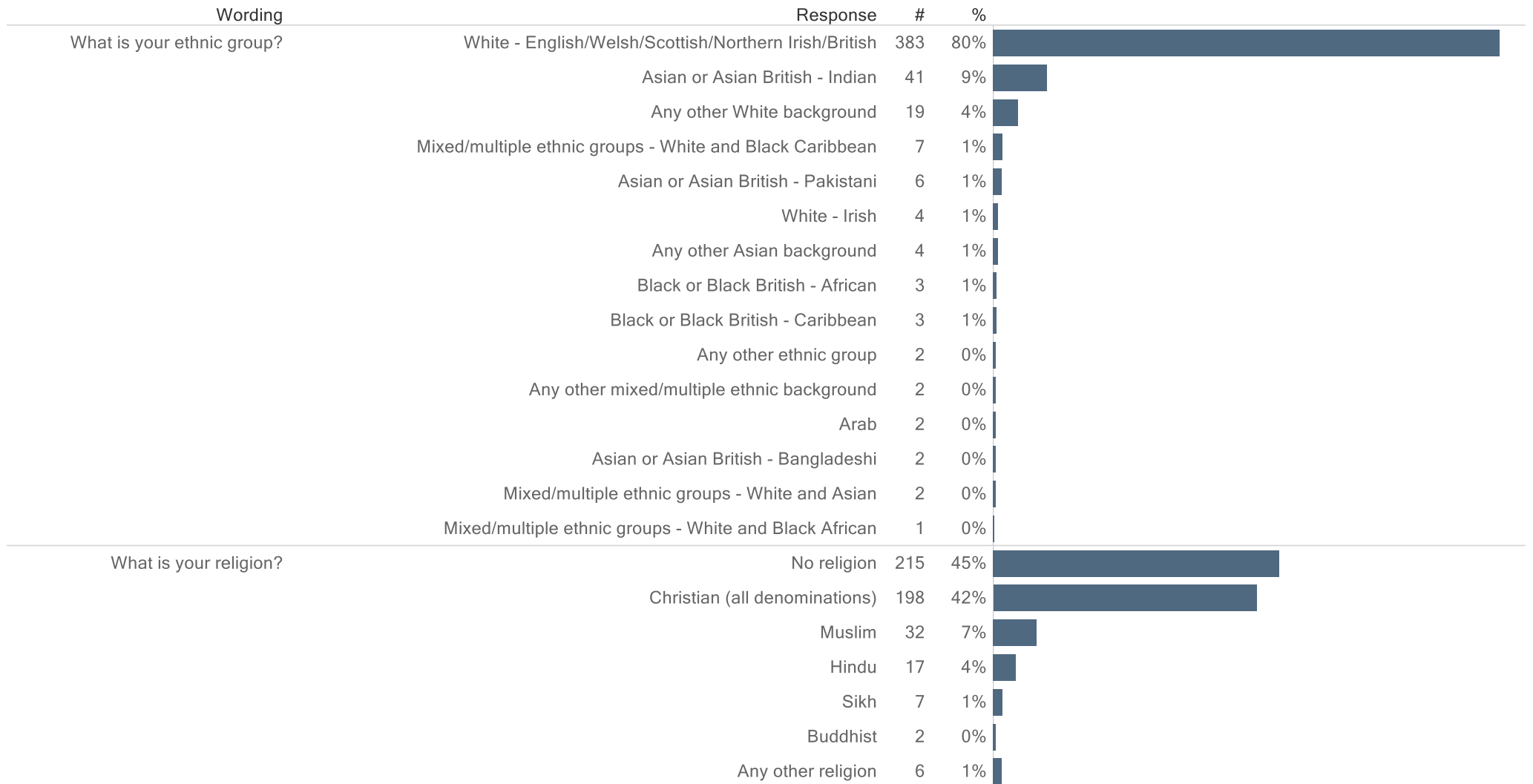
Chart 28: Respondent demographics



Base = 466 to 488

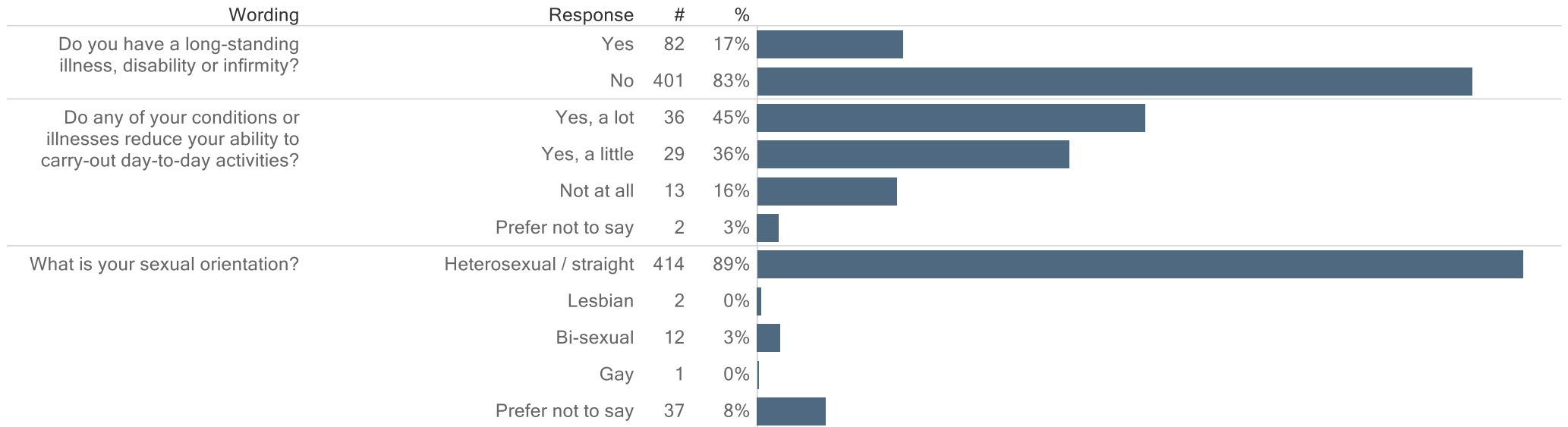
After the Incident survey results

Chart 29: Respondent demographics (2)



Base = 477 to 481

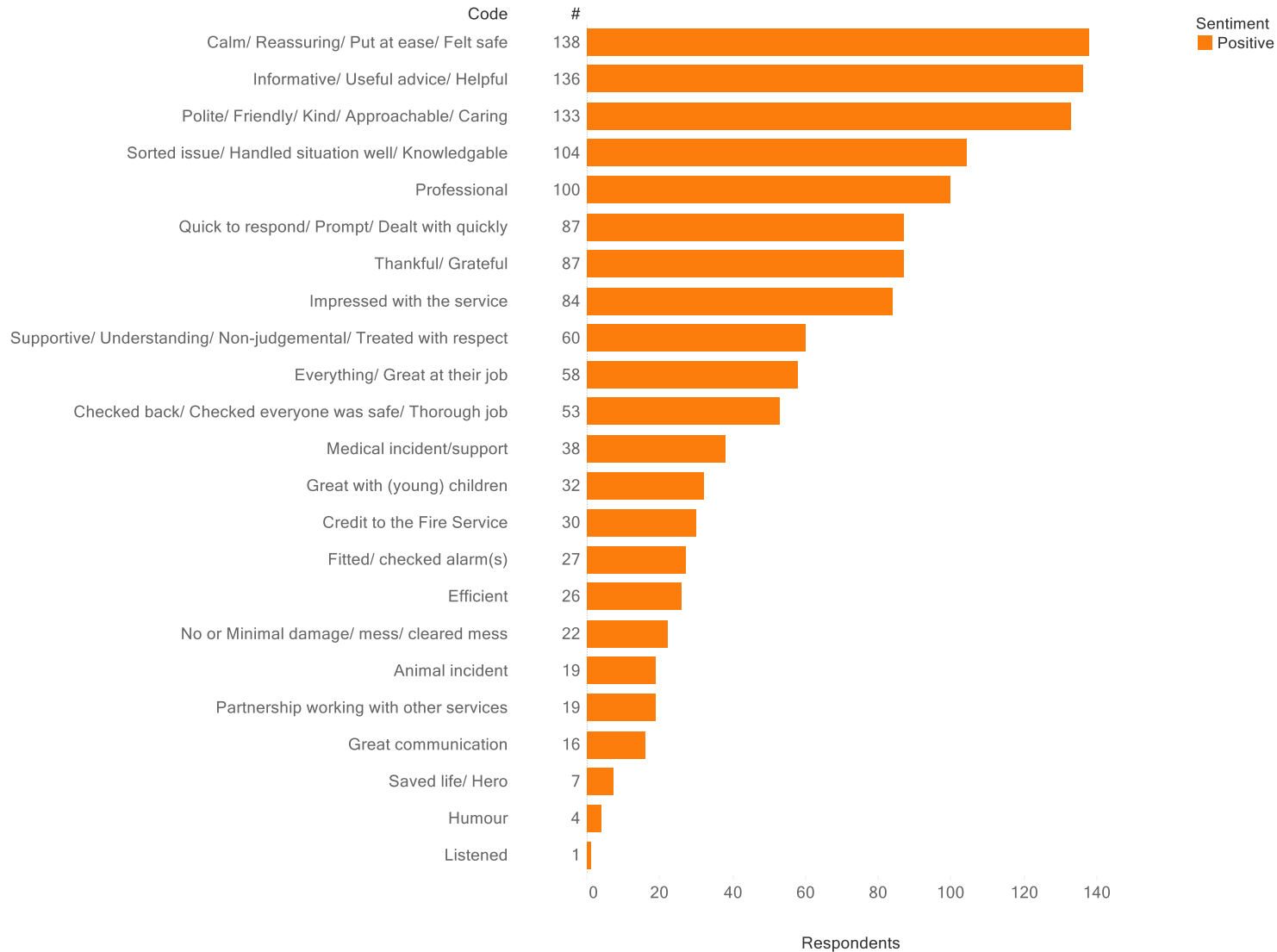
Chart 30: Respondent demographics (3)



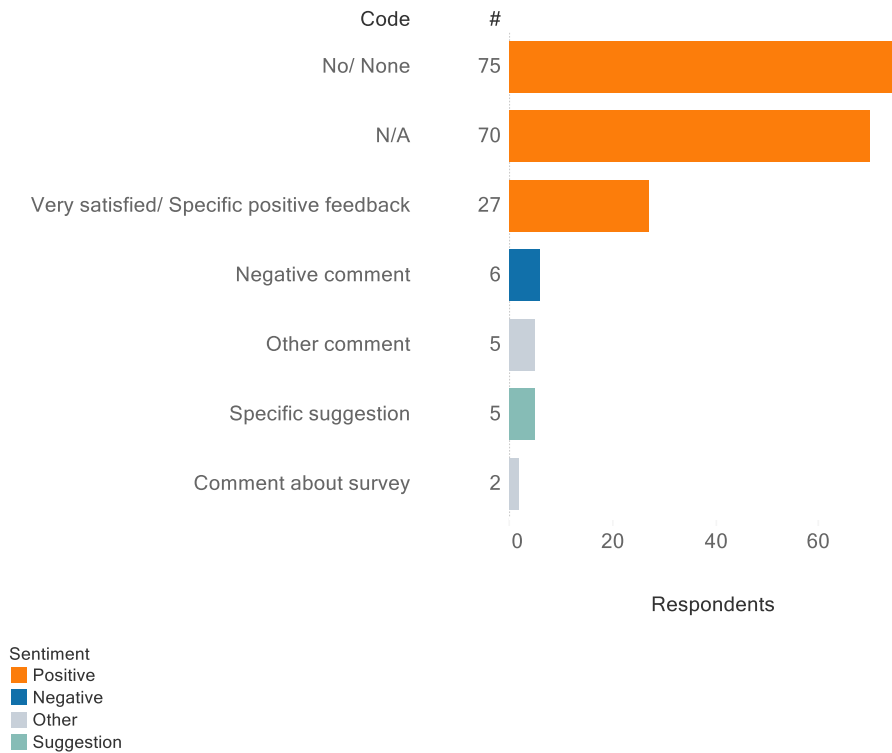
Base = 80 to 483

Appendix 1 - All open comment themes

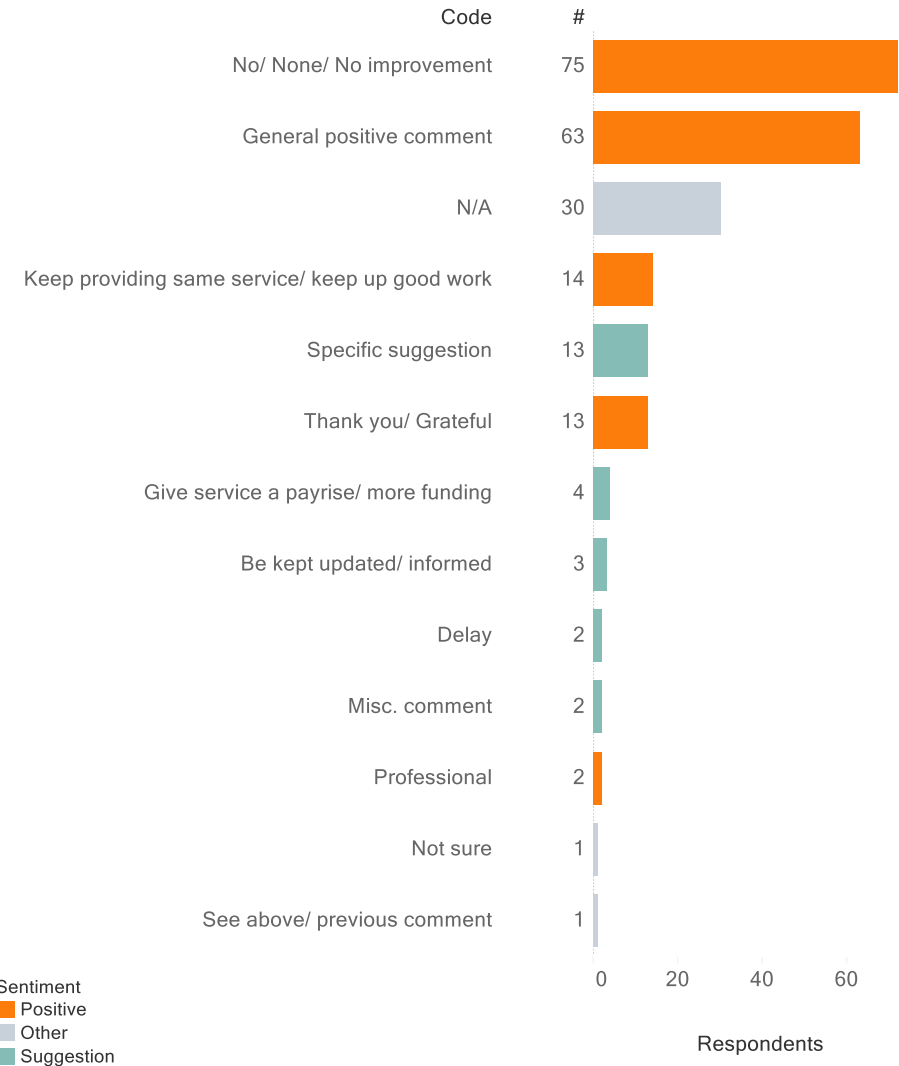
Question 21: Was there anything the Fire and Rescue Service did particularly well?



Question 22: If you were dissatisfied with any part of the service, please explain why.



Question 23: If you have any suggestions on how the Fire and Rescue Service could improve our service, please state below.



After the Incident survey results



Main contact

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