

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 14 July 2021**

**Subject: After the Incident Survey Annual Report 2020/2021**

**Report by: The Chief Fire and Rescue Officer**

**Author: Chris Moir, Planning Manager**

**For: Information Only**

### **Purpose**

1. The purpose of this report is to inform the Corporate Governance Committee of the outcomes of the After the Incident (ATI) Survey 2020/2021.

### **Recommendation**

2. The Committee is asked to note the findings of the After the Incident Survey 2020/2021 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 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 236 responses received 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 £2,800 for the hosting of the survey, provision of a 'dashboard' to monitor results and production of the end of year summary report which is appended 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 3 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 2 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 47% of responses were regarding fires, 25% special services (animal rescue, medical incident, flood or gaining entry) 9% false alarms, 1% road traffic collisions (RTCs) and 17% recorded as 'other' (e.g. carbon monoxide alarm, 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 attached at the Appendix provide a comprehensive assessment of the performance of LFRS when responding to incidents. It includes the following satisfaction levels:
  - i. 93% of respondents were 'very satisfied' with the initial 999 call
  - ii. 99.6% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
  - iii. 95% of respondents felt 'very well informed' at the scene
  - iv. 98% of respondents were 'very satisfied' with the service they received at the scene
  - v. 92% of respondents felt all of the information or advice given was very useful
  - vi. 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 was done well, if anyone was dissatisfied and if there were any suggested improvements. A summary of these responses is included on pages 17 and 18 in the Appendix. This information is also shared internally with staff in bi-monthly communications and information from April to November 2020 was reported to the Corporate Governance Committee at its meeting in January 2021.

### **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 the ATI survey provided by ORS in 2018/2019 was £2,754. The cost for Leicestershire County Council in 2020/2021 was £2,800. This figure will remain the same next year.

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 data suggests that some stations are more effective at encouraging people to complete the survey than others.

Significant improvement in relation to the number of cards handed out in recent months has been achieved following a communication exercise and now that targets are included as standard in station action plans.

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

There are no environmental implications arising from this report. However, the survey results confirmed that 97% 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 communities think and ensuring that communities are well informed.

### **Background Papers**

None.

### **Appendix**

After the Incident Survey Annual Report 2020-2021

### **Officers to Contact**

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