



# After the Incident Survey Results 2020/21

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## After the Incident survey results

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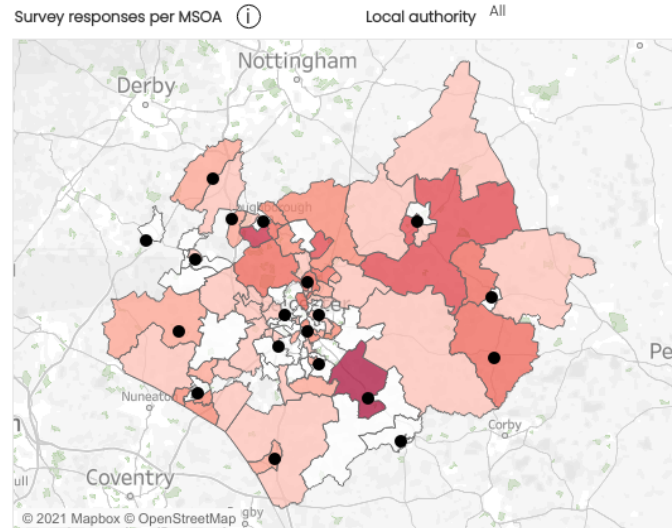
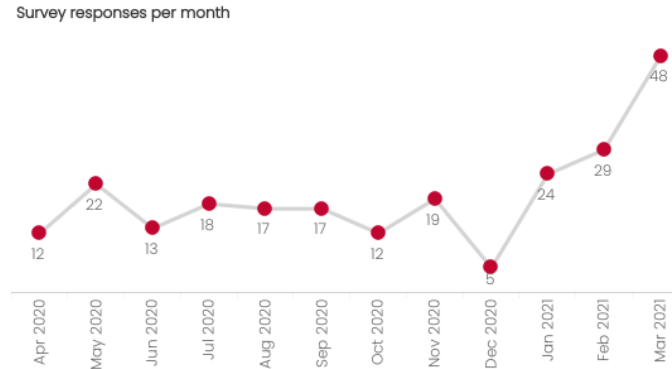
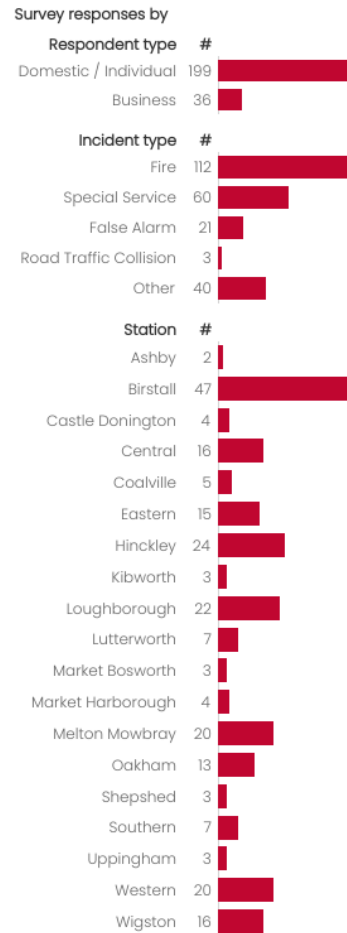
## Executive summary

When 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 give feedback to help understand how they perform at various stages of an incident.

This report provides an analysis of the survey responses received in 2020/21 (1st April 2020 to 31st March 2021).

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. ensuring a unit is prepared to attend incidents during training exercises). Few expressed concerns about the future funding for, and protection of our emergency services.

## AFTER THE INCIDENT QUESTIONNAIRE



**236** survey responses received between Apr 2020 - Mar 2021

Satisfaction metrics (hover over %s for more detail)

**100.0%** 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

**97.4%** agreed the effects of the incident were kept to a minimum

**96.2%** 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
- Incident management
- Handover and Impact
- 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 2020 and 31st March 2021.

### Analysis methodology

In total, between 1st April 2020 to 31st March 2021, 236 responses were received to the online 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 (40%) compared to females (60%).

A full list of respondent demographics is on pages 18 and 19.

## Chapter 2: Survey response analysis

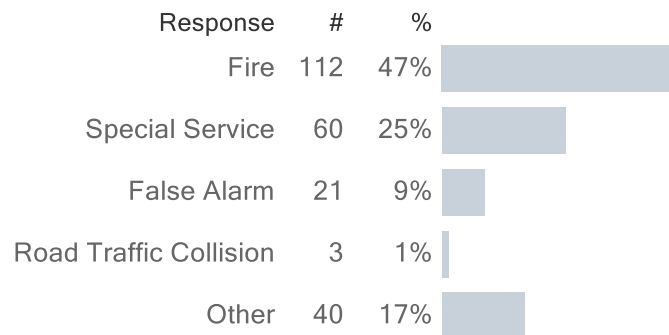
### Incident type

Chart 1 shows the number of each type of incident reported between 1st April 2020 to 31st March 2021.

The largest number of incidents were in response to an experience of a fire (47%). Many respondents (25%) completed the survey about a 'special service' incident e.g. animal rescue, medical incident, flood or gaining entry.

Some responded to the survey about a false alarm (9%). Few were in response to an incident involving a road traffic collision (1%). There were 40 incidents classified as 'other' (17%), including triggered carbon monoxide alarms, children locked in cars and ring removal.

**Chart 1:** Incident type

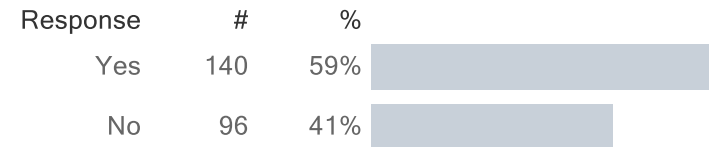


Base = 236

### Call handling - 999 Customer Service

There were 59% of respondents who called the 999 emergency services themselves (see Chart 2).

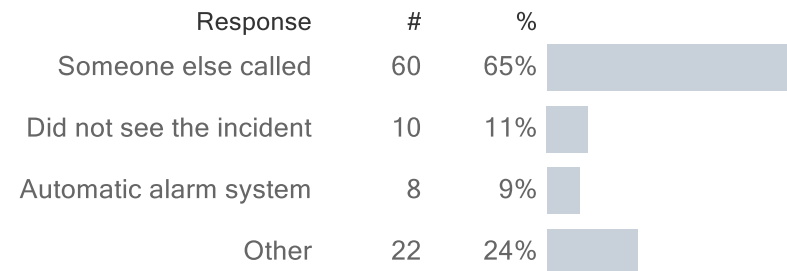
**Chart 2:** Whether the respondent called the emergency services themselves



Base = 236

Of those who did not call themselves, 65% said someone else called, 11% did not see the incident, 9% had an automatic alarm system and 24% provided other reasons (see Chart 3).

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

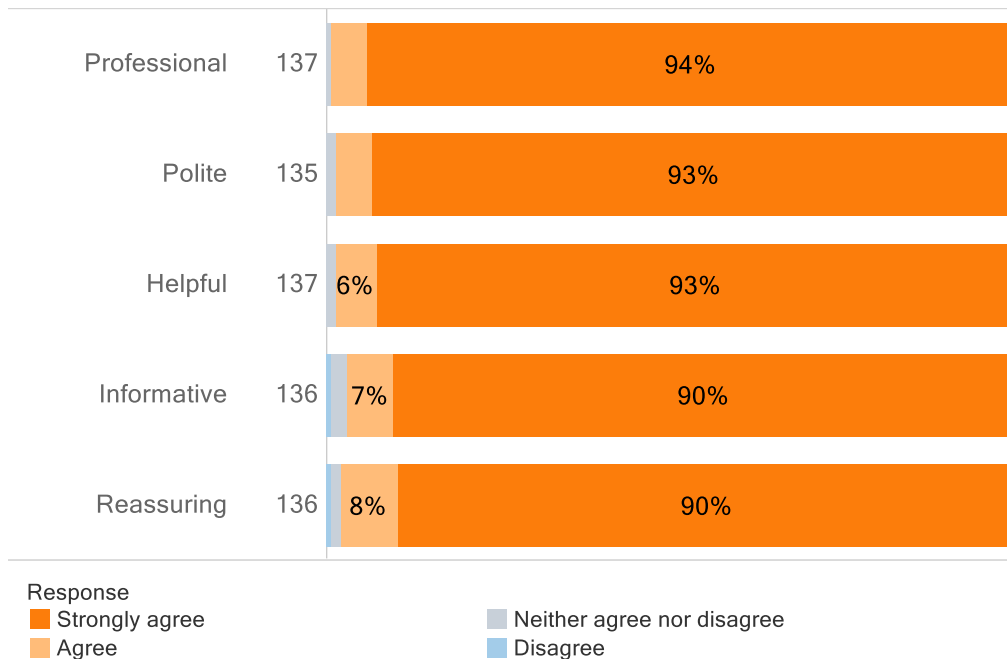


Base = 93

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.

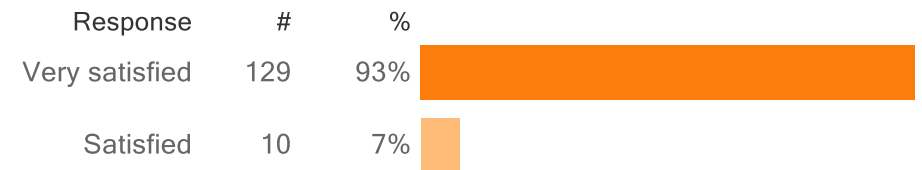
The vast majority of respondents were positive about each of the five aspects in which their call was handled. Chart 4 shows 94% of respondents strongly agreed that the control service team who handled their call were professional, 93% strongly agreed that they were both helpful and polite and 90% strongly agreed that they were informative and reassuring. One respondent disagreed that the control service team who handled their call were informative and reassuring.

**Chart 4:** Experience of staff who handled initial 999 call



Respondents were asked about their overall satisfaction with their initial contact. Chart 5 shows 93% of respondents were very satisfied and 7% were satisfied. There were not any respondents who expressed dissatisfaction with this aspect of the incident.

**Chart 5:** Overall satisfaction with initial 999 call.



Base = 139

## After the Incident survey results

### At the scene of the incident

Chart 6 shows there were 228 respondents who said they were present at the scene of the incident (97%).

**Chart 6:** Present at the scene

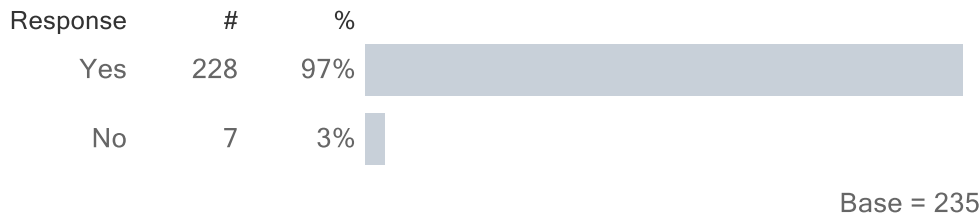


Chart 7 shows that of the respondents who were present at the scene, 69% felt that the Fire and Rescue Service arrived quicker than they expected and 31% felt that they arrived as expected. There was one respondent that said the service was slower than expected.

**Chart 7:** Fire and Rescue Service arrival

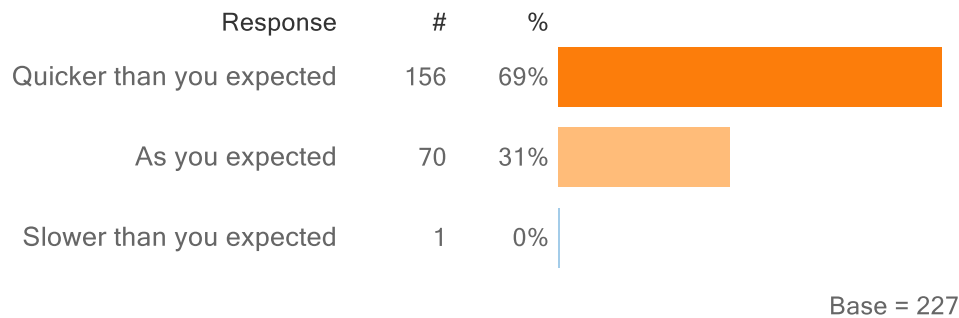


Chart 8 shows that of the respondents who were present at the scene, 95% felt very well informed, and 5% felt fairly well informed.

**Chart 8:** Informed at the scene

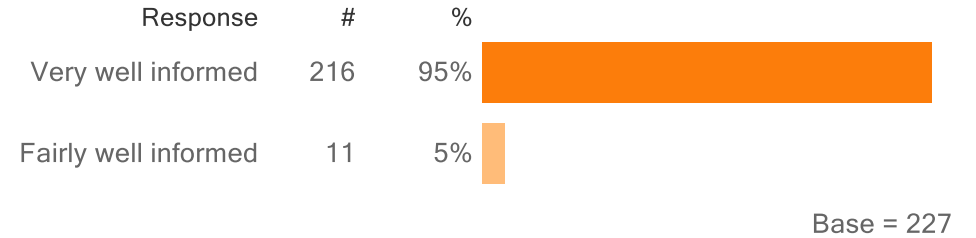
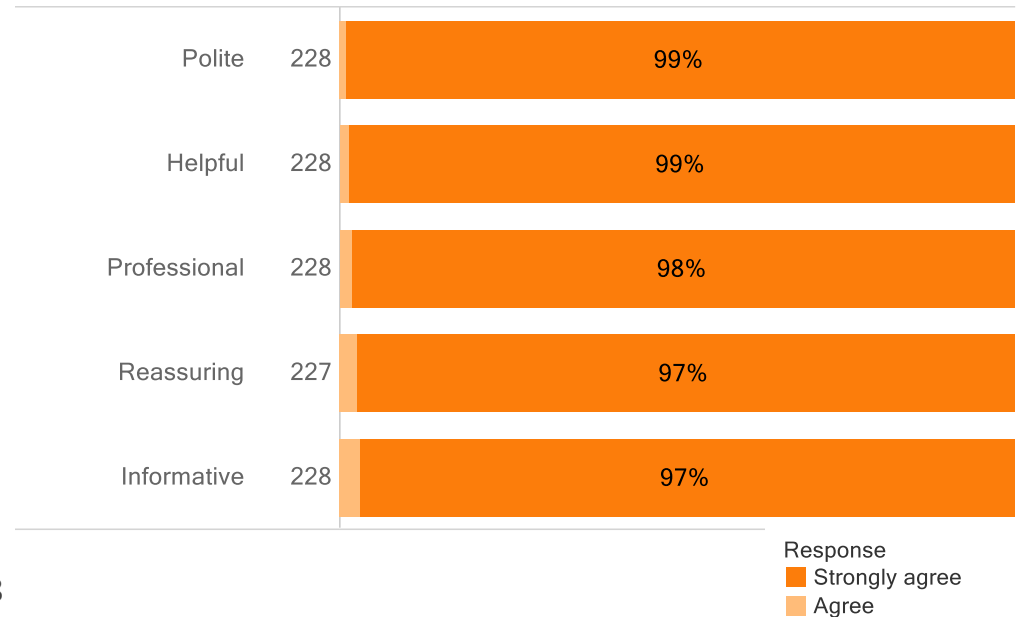


Chart 9 shows the vast majority of respondents were positive about the team who were present at the scene of the incident. Chart 9 shows 99% of respondents who were present at the scene strongly agreed that the team who attended their incident were polite and helpful, 98% strongly agreed that they were professional, and 97% strongly agreed that they were reassuring and informative.

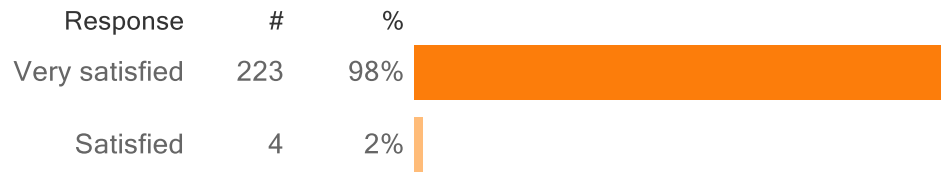
**Chart 9:** Experience of LFRS staff at the scene





As shown in Chart 10, 98% of respondents were very satisfied with the service they received at the scene and 2% were satisfied.

**Chart 10:** Satisfaction of service received at the scene



Base = 227

Respondents were asked whether they had received information or advice during/after the incident. Chart 11 shows that 97% of respondents said they had received information or advice during/after the incident. There were six respondents who said they had not.

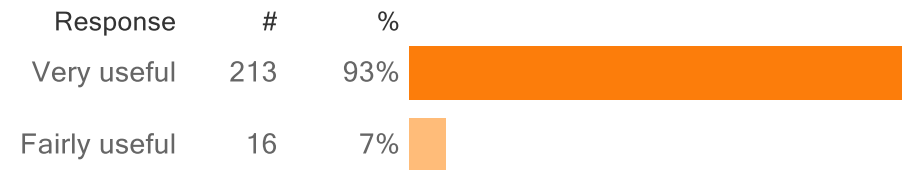
**Chart 11:** Whether the respondent received information during/after the incident



Base = 236

Chart 12 shows that all 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 12:** How useful the information or advice was

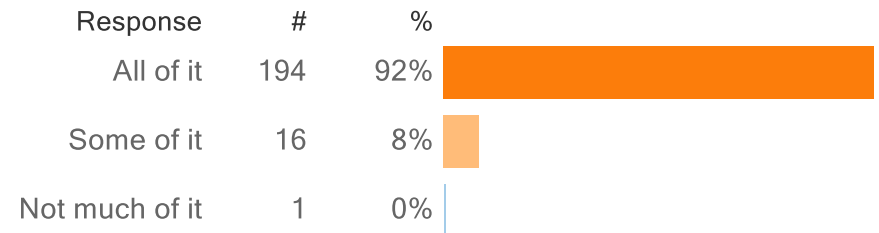


Base = 229

Chart 13 shows 92% of respondents said that all of the advice they were given during or after the incident had been adopted, with 8% stating some of the advice they had received had been adopted.

One respondent said that they had not adopted much of the advice they were given.

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



Base = 211

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 Birstall, 89% said they felt very well informed and 11% said they felt fairly well informed at the scene of the incident. Similarly, of the respondents who answered the survey about an incident handled by Melton

Mowbray, 95% said they felt very well informed and 5% said they felt fairly well informed at the scene. Incidents handled by Hinckley received 100% of respondents saying they felt very well informed at the scene of the incident.

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

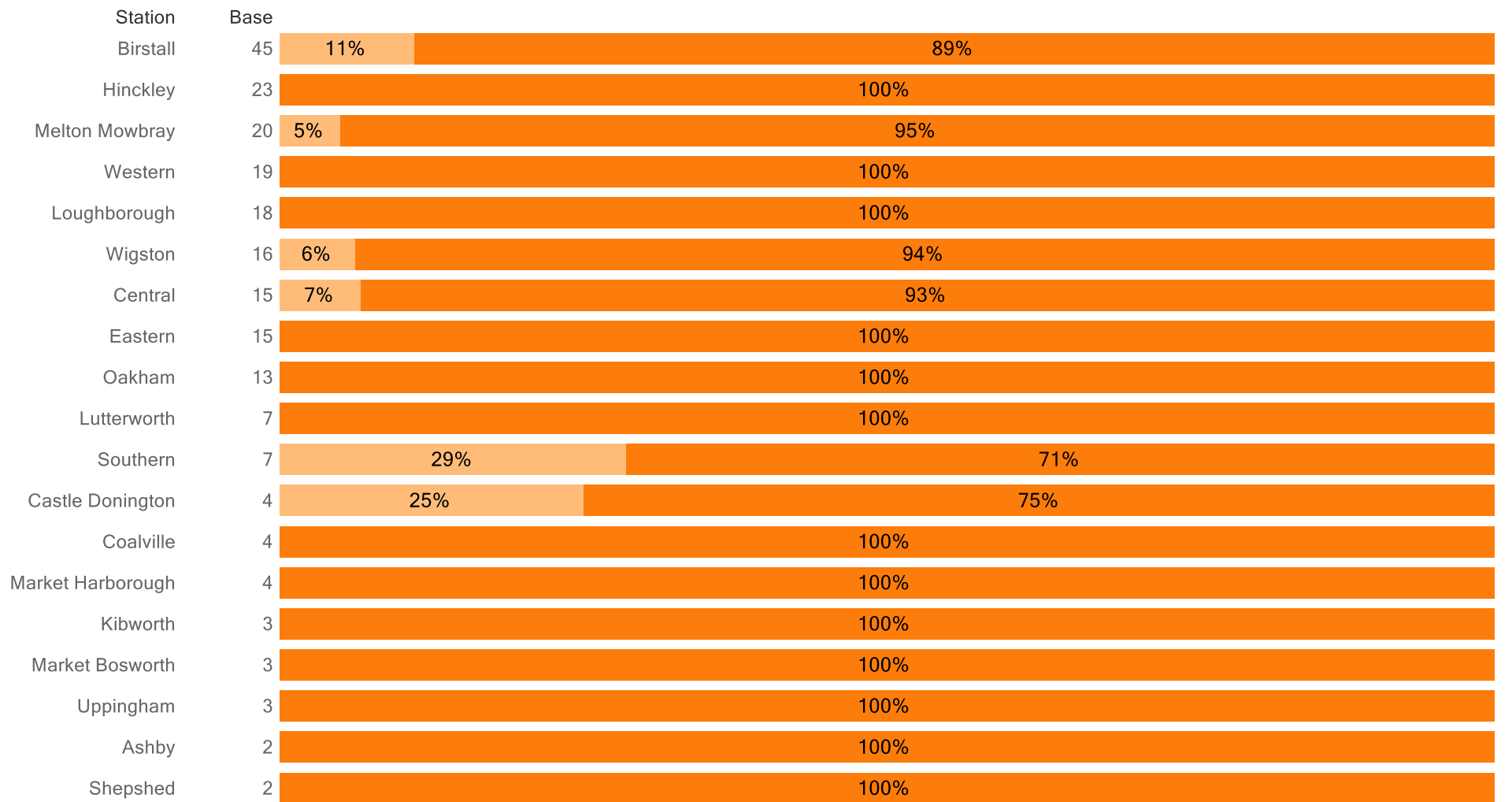
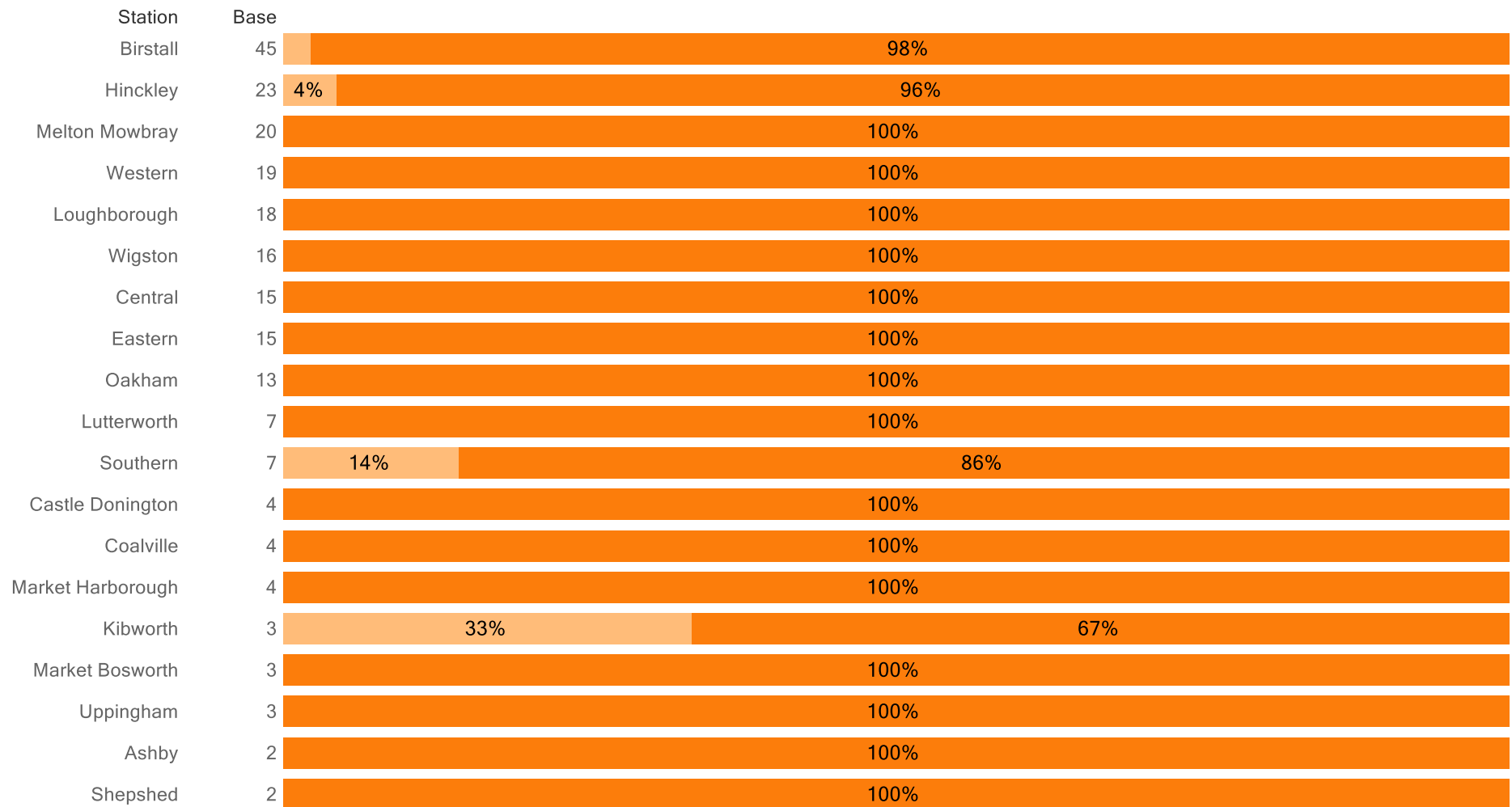


Chart 15 provides a station breakdown of how satisfied respondents felt with the overall service received at the scene of the incident. Response rates were varied as a result of low base counts

for some stations. All respondents (100%) of each station apart from Birstall, Hinckley, Southern and Kibworth said they were 'very satisfied' with the service provided at the scene.

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



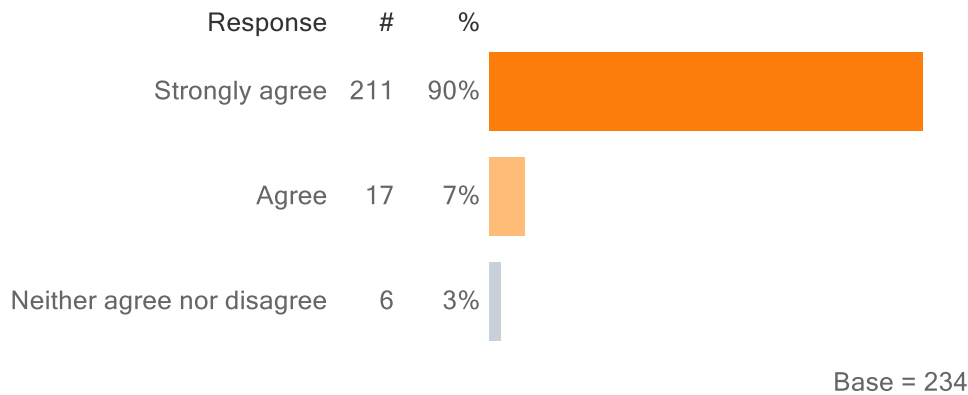
Response  
■ Very satisfied  
■ Satisfied

## After the Incident survey results

### Impact on respondents

Chart 16 shows 90% of respondents strongly agreed and 7% agreed that the Fire and Rescue team who attended the scene kept the effects of the incident to a minimum. There were six respondents who said they neither agreed nor 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 nine respondents said that someone was injured (4%).

**Chart 18:** Whether anyone at the incident was injured \*



Respondents were also asked whether they or anyone else needed to take time off of work following the incident. Chart 19 shows there were 18 respondents who answered 'yes' (8%).

**Chart 19:** Whether anyone had to take time off of work

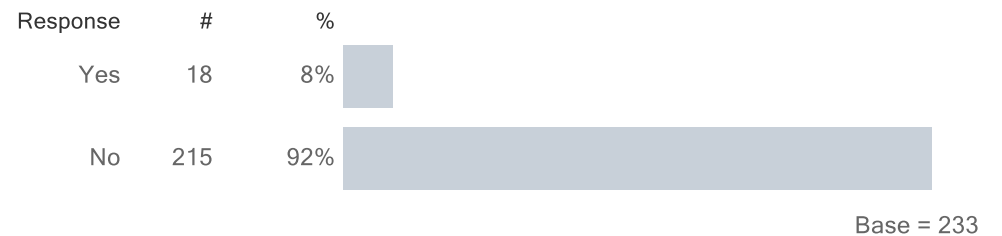


Chart 20 provides a station breakdown of the extent to which respondents agreed or disagreed that the Fire and Rescue Service kept the effects of the incident to a minimum. Response rates were varied as a result of low base counts for some stations.

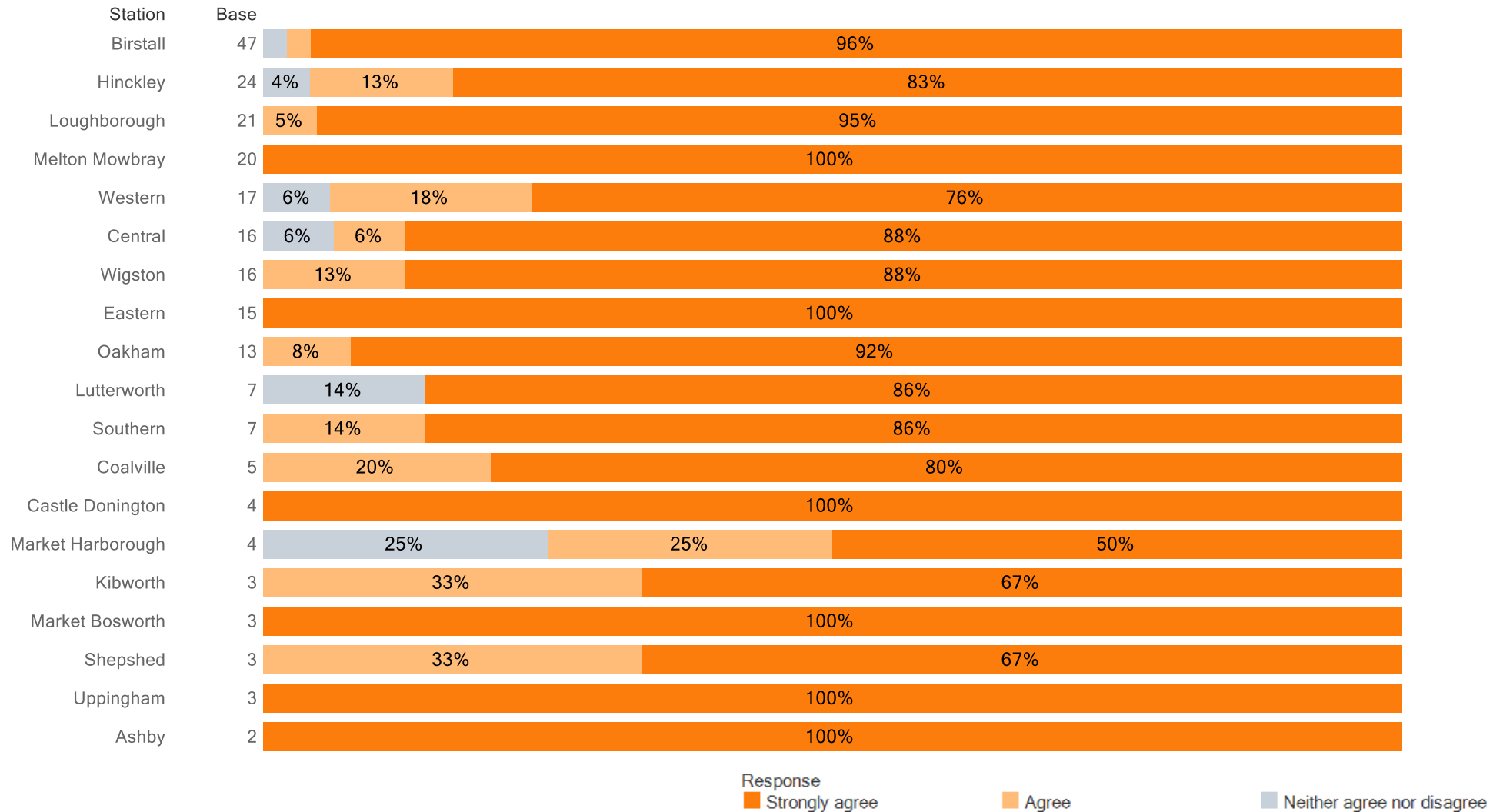
\* true injury rate is likely to be higher than reported, as feedback cards are less likely to be given out at incidents featuring significant injuries

Of those who had their incident handled by Birstall, 96% strongly agreed, 2% agreed and 2% neither agreed nor disagreed that the effects of the incident were kept to a minimum. Of those who had an incident handled by Hinckley, 83% strongly agreed and 13% agreed and 4% neither agreed nor disagreed that LFRS kept the

After the Incident survey results

effects of the incident to a minimum. Of those who had an incident handled by Melton Mowbray, 100% strongly agreed that LFRS kept the effects of the incident to a minimum.

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

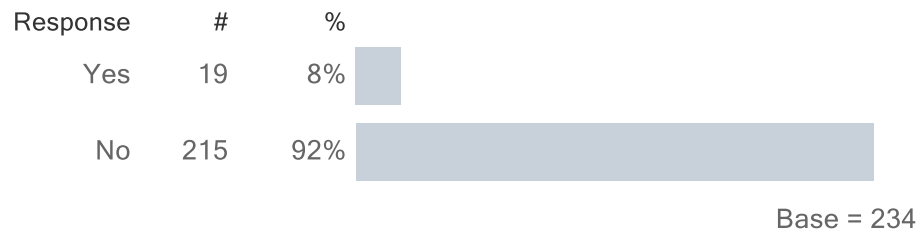


## After the Incident survey results

### Previous experience

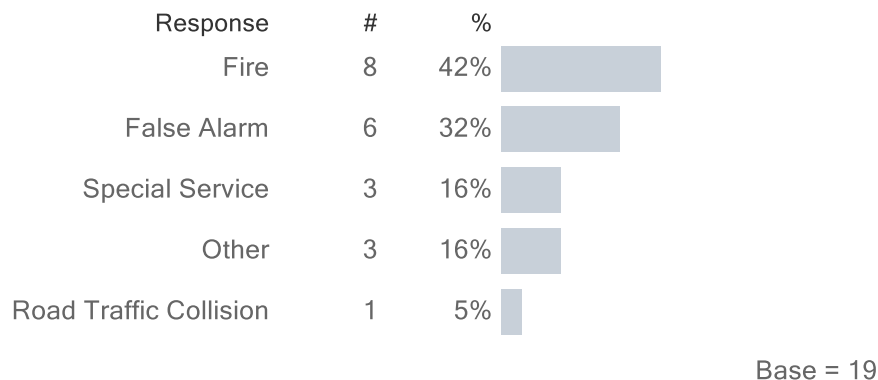
Respondents were asked whether they had previously had an incident during the past 3 years, even if the Fire and Rescue Service had not been called. Chart 21 shows that 19 respondents had (8%).

**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: eight incidents involved a fire, six were false alarms, three were considered to be 'other', three involved a special service, and one was a road traffic collision (as shown in Chart 22).

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



### Overall satisfaction

Chart 23 shows that 99% of respondents were very satisfied with the service they received from the Fire and Rescue service, from raising the call to any follow-up contact they had. Two respondents said they were satisfied. One respondent said they were neither satisfied nor dissatisfied. Dissatisfaction was not expressed by any respondents.

**Chart 23:** Overall satisfaction with the service

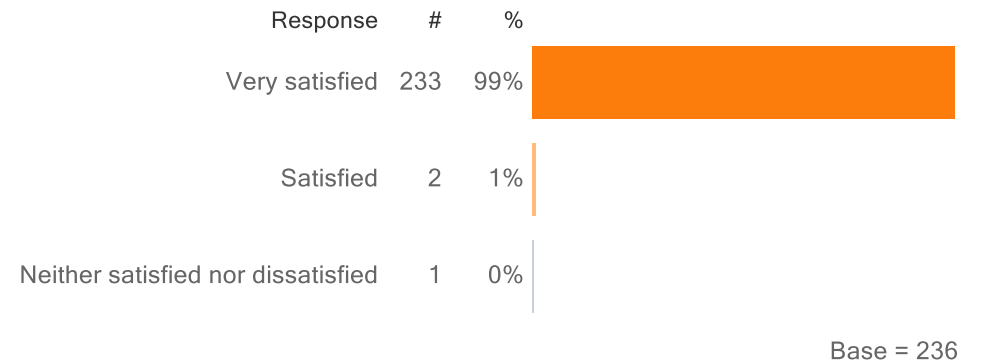
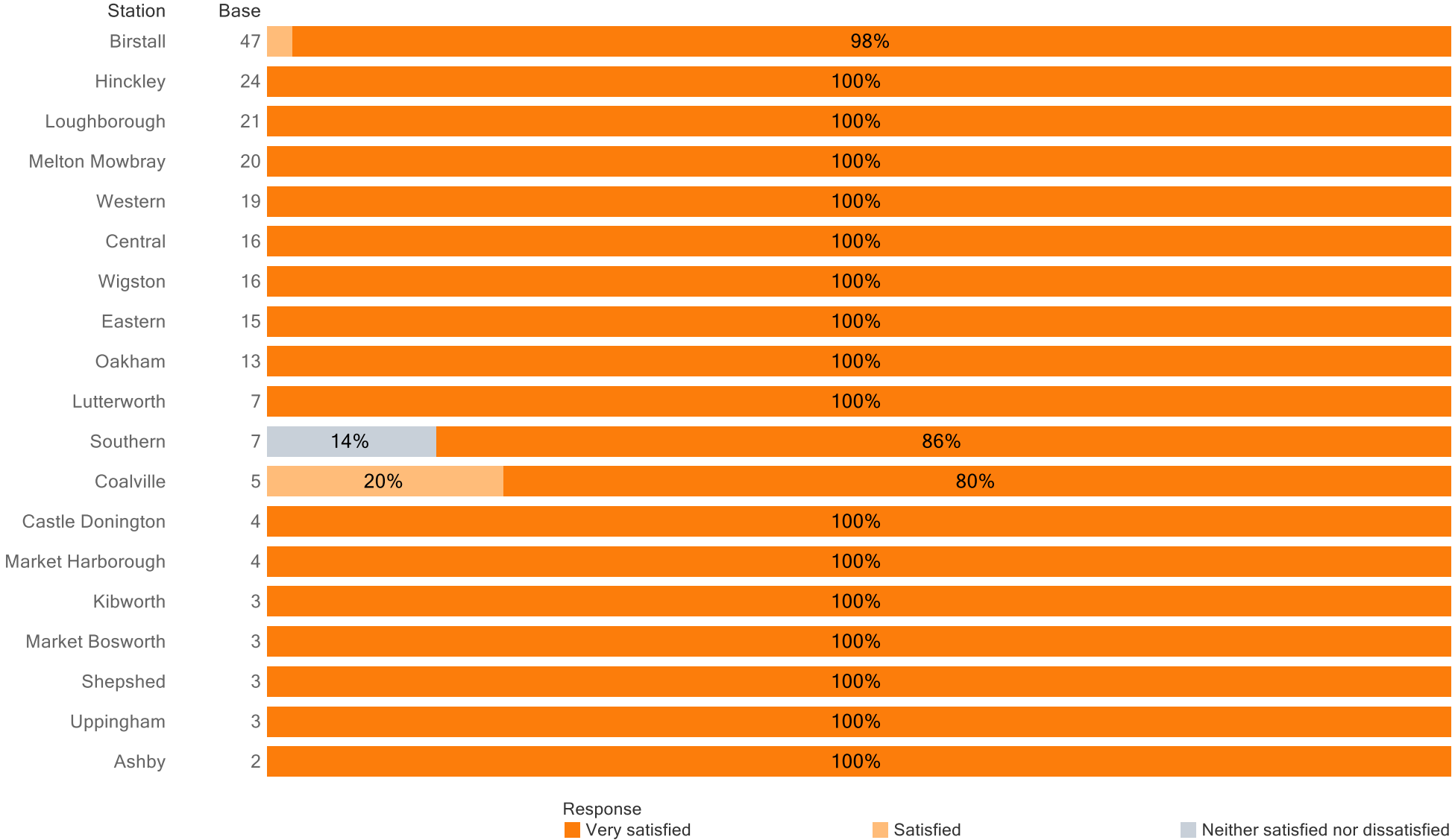


Chart 24 provides a station breakdown of how satisfied respondents felt with the overall service they received from LFRS. Response rates were varied as a result of low base counts for some stations.

Of the respondents who had an incident handled by Birstall, 98% said they were very satisfied overall with the service and one respondent was satisfied with the service overall. Of the incidents handled by both Hinckley or Melton Mowbray, 100% of respondents were very satisfied with the service overall.

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



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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. Many of the respondents mentioned several of the coded themes within their response to this question.

A large number of respondents commented on how the Fire and Rescue Service team who attended their incident were helpful, informative and had given them useful advice. Many mentioned how the team were calm, reassuring and made them feel at ease. Others described the team using words such as: polite, approachable, kind, professional, friendly, supportive, efficient, non-judgemental and brave.

Many respondents were impressed with other aspects of the service, particularly referencing how quick the team were to respond, their thorough job and how the team checked back after the incident. Several respondents appreciated the Fire and Rescue team's efforts to keep damage to a minimum.

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

*"They were very reassuring, didn't make me feel like an idiot or like I'd wasted their time"*

*"They were prompt and efficient, kept me well informed and dealt with the situation very professionally. I would like to thank the Melton crew very much for helping me with this very difficult situation."*

*"They were very kind, considerate and I felt they went above and beyond in caring for our emergency and felt very impressed and confidence improved in the emergency services."*

*"Arrived incredibly quickly, obviously very well drilled, minimal water damage all things considered. Very proficient removal of smoke using the brigade's fans. Can't speak highly enough of the service."*

*"We are bowled over with the professionalism of the help & care we received. The firefighters were so reassuring & helpful. We are blessed with having such professionals at the end of the phone. Thank you all, the whole team from the 999 call to the firefighters for being there for us."*



**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 satisfaction of the service they received and their gratification for the Fire and Rescue team who handled their incident.

Two respondents were dissatisfied, with one mentioning the delay in response meant the fire had time to develop, but commented that the team still carried out the job efficiently.

*“Absolutely nothing caused any dissatisfaction”*

*“I was not dissatisfied in anyway... I have nothing but praise for their response and their actions at the scene”*

*“The only concern I have is the amount of time it took to respond and have the units on-site. It was mentioned that the delay was due to the units being in a training exercise and had to be repacked to be made ready to respond. That shouldn't take away from the efficient job they carried out once they arrived, but made their job harder due to the fire having time to develop further.”*

**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 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 up the good work' and 'keep doing the excellent job that you already do'. Others thanked the team who attended their incident and commented on the professionalism of the service they received, with one mentioning it was 'gold standard' service.

Whilst the majority of feedback provided were positive responses, there were a couple of suggestions made by respondents including: ensuring a unit is prepared to attend during training exercises, having more equipment available, and providing information on how long it would take to get to rural villages.

Some expressed concerns about the future funding for and protection of our emergency services.

*“Keep up the good work—you really are life savers and we are ever so grateful for all they did—BRILLIANT SERVICE from start to end.”*

*“Based on this incident, the service is already providing gold standard.”*

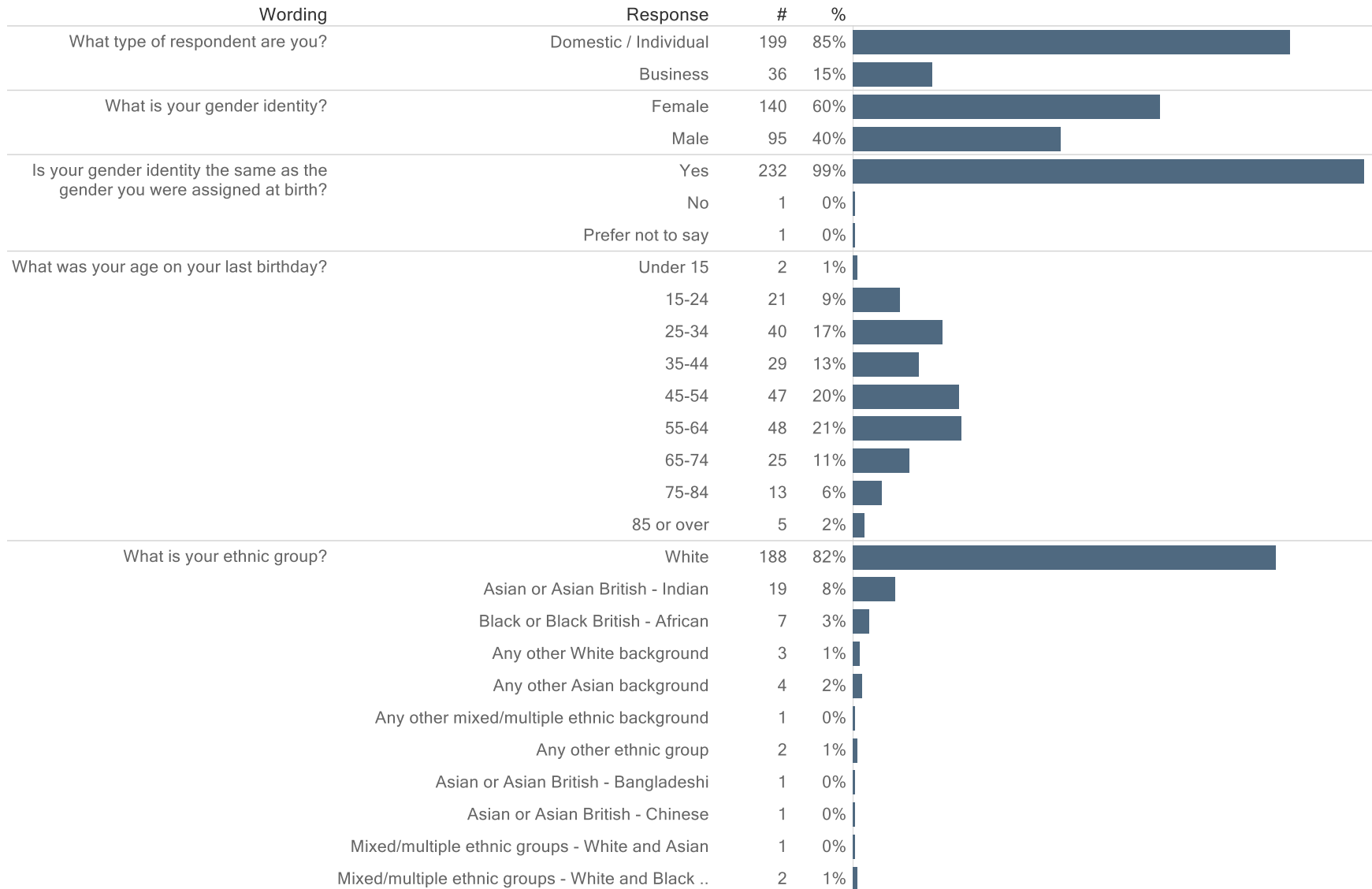
*“Every part of it besides the delay was efficient, caring and precise. The contact to the Red Cross was instigated by the Fire Service, a function we weren't aware of. The only major flaw I can see is that all the units should not have been involved in the training exercise and at least one of them prepared to respond to the event of an incident.”*

*“We live in a village and I knew it would take a while for the fire service to get to us, but it was a really scary wait. Would have been great to know how long it would take them to get to me.”*

After the Incident survey results

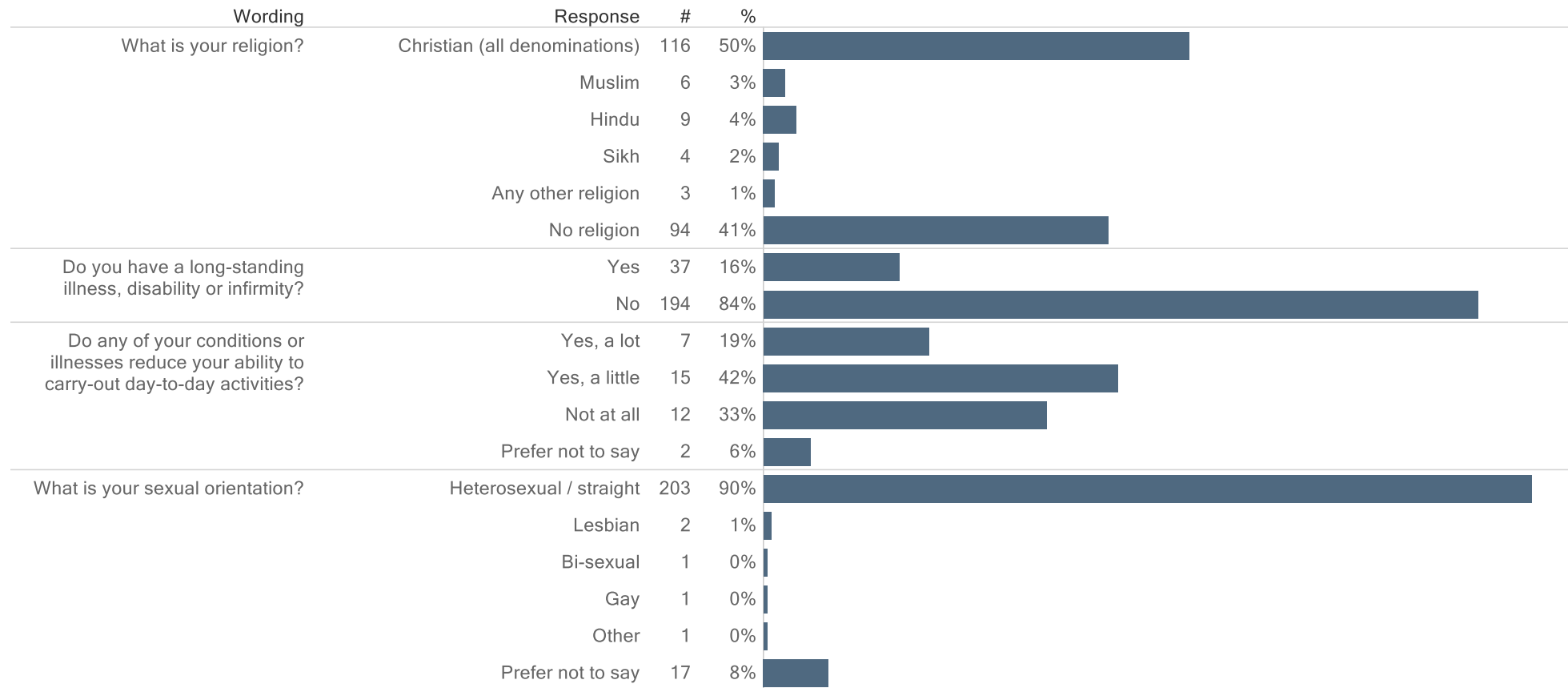
## Respondent Demographics

Chart 25: Respondent demographics



Base = 229 to 235

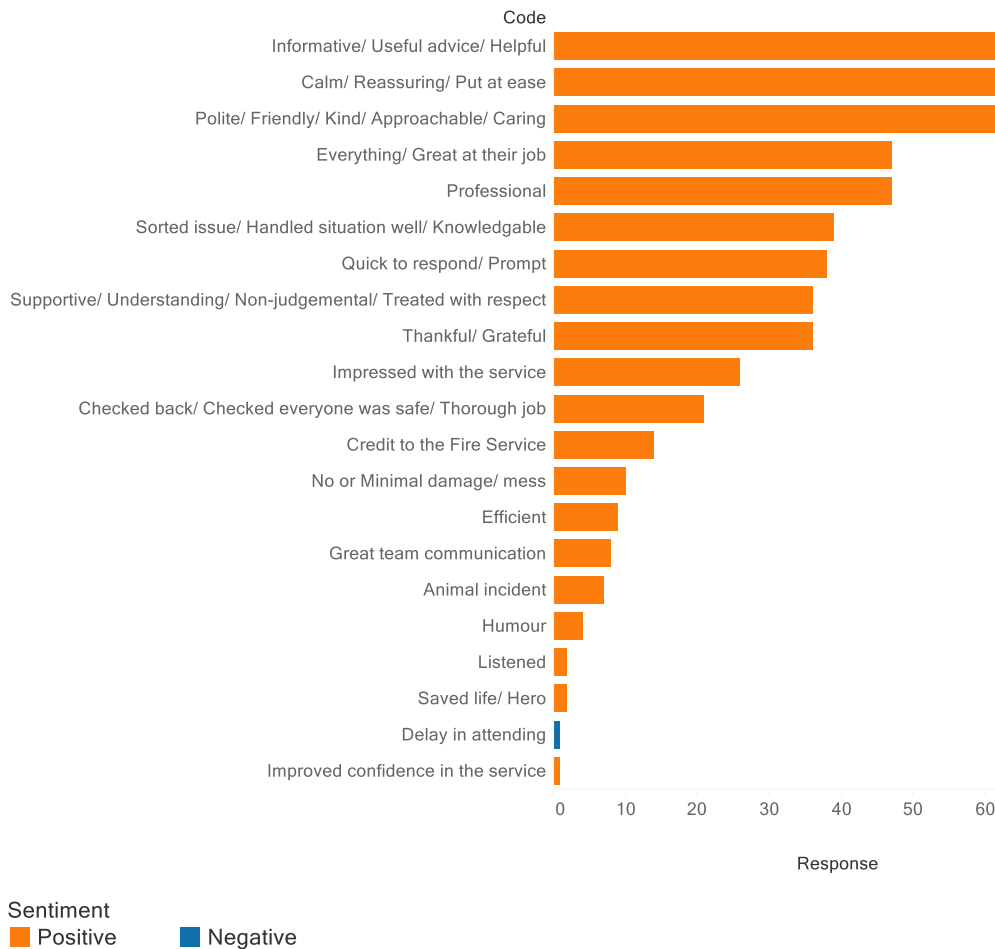
**Chart 26:** Respondent demographics (2)



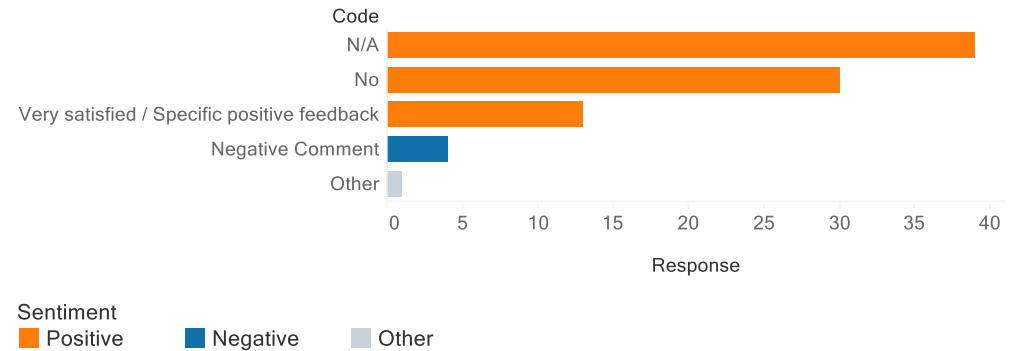
Base = 36 to 232

## Appendix 1 - All open comment themes

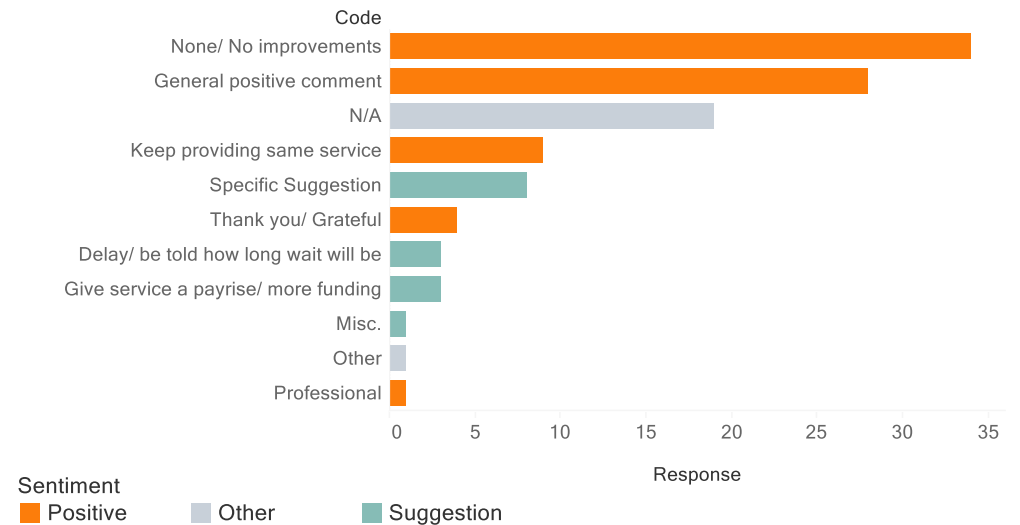
**Question 21:** Was there anything the Fire and Rescue Service did particularly well?



**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.





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Report produced by Leicestershire County Council on behalf of the Leicestershire Fire and Rescue Service:

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