

**Status of Report:** Public

**Meeting:** Corporate Governance Committee

**Date:** 20 January 2021

**Subject:** After the Incident Survey April 2020 – November 2020

**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 (CGC) of the comments received in response to the After the Incident Survey between April and November 2020, following further analysis, as the comments were so complimentary.

### **Recommendation**

2. The CGC is asked to note the satisfaction summary statistics and the customer feedback received in the After the Incident Surveys undertaken during April to November 2020.

### **Executive Summary**

3. Leicestershire Fire and Rescue Service (LFRS) has produced an annual report providing a summary of the 'After the Incident' (ATI) survey results. The annual report for 2019/2020 was presented to the CGC at its meeting on 16 September 2020. This was informed by analysis of the results of the Survey by Leicestershire County Council's Strategic Business Intelligence Team and contained predominately statistical data with a small number of customer comments. Following analysis of all the comments received between April and November 2020 it was felt that further customer feedback should be extracted from the survey responses, as it was so complimentary, and shared with staff and members of the CGC.
4. There were 130 survey responses received between April and November 2020. Overall, positive feedback was received in every section of the survey and 99.2% of respondents expressed overall satisfaction with the service they received from LFRS.

### **Background**

5. The After the Incident Survey asks questions around initial contact with staff (i.e. call handling); service at the scene; information and advice; and overall satisfaction.

6. Cards were produced for firefighters/ Officers in Charge to leave with persons affected by an incident requesting their feedback via an online survey. Obviously, discretion was called for depending on the incident attended, with feedback only being requested where appropriate.
7. The online survey is generic and can be completed for all incident types attended and is not limited to incidents at a property.
8. The annual results summary for the After the Incident Survey is produced by Leicestershire County Council's Strategic Business Intelligence Team and contains predominately statistical data with a small number of customer quotes. Following analysis of the comments received between April and November 2020 it was felt that further customer feedback should be extracted from the survey responses, as it was so complimentary and shared with staff and members of the CGC.
9. This report updates members of the CGC on the comments received, and regular updates are being provided to staff by the Corporate Communications department utilising the internal 'Service Matters' eMagazine for all LFRS staff.
10. The After the Incident Survey Results for April to November 2020 include the following satisfaction levels. These are based on the responses received to individual questions as not all questions are mandatory:
  - 95.7% of respondents were 'very satisfied' with the initial 999 call
  - 99.2% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
  - 95.2% of respondents felt 'very well informed' at the scene
  - 97.7% of respondents 'agreed or strongly agreed' that the effects of the incident were kept to a minimum
  - 95.3% of respondents said that the incident did not result in an injury
  - 99.2% of respondents were 'very satisfied' with the overall service they received from LFRS
11. Appendix 1 to this report contains details of customer feedback received from people who have requested the Fire and Rescue Service and have had first-hand experience of its response activities. In summary, those who responded are very pleased with the service that Leicestershire Fire and Rescue Service provides and are very complimentary regarding how professional, compassionate, friendly and helpful the firefighters are.
12. 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>

## **Report Implications/Impact**

13. Legal (including crime and disorder)

Fire and rescue services are required to consult with their communities and monitor public satisfaction. The After the Incident Survey meets this need, as well as providing openness and transparency in the provision of our services.

14. Financial (including value for money, benefits and efficiencies)

None arising from this report.

15. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The benefit of the After the Incident survey is dependent on the number of cards given out and the number of survey responses this generates. Our data suggests that some stations are more effective at encouraging people to complete the survey than others.

There appears to be room for improvement at all stations in relation to the number of cards handed out. This will continue to be monitored by Station Managers.

16. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

The Operational Response directorate should use the outcomes of the survey results and identifying areas for improvement.

17. Environmental

None arising from this report.

18. 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.

## **Appendix**

After the Incident Survey Customer Feedback April to November 2020.

## **Officers to Contact**

Callum Faint, Chief Fire and Rescue Officer

0116 2105555

[callum.faint@leics-fire.gov.uk](mailto:callum.faint@leics-fire.gov.uk)

Chris Moir, Planning Manager

0116 2105555

[chris.moir@leics-fire.gov.uk](mailto:chris.moir@leics-fire.gov.uk)