

Appendix 1 - After the Incident Survey Customer Feedback April to November 2020.

The following comments have been categorised by station. Reference to specific names have been removed.

The responses relate to the question 'what did we do well'?

Grammatical errors have been amended and some responses have been deleted where duplication occurs e.g. where multiple respondents have said 'everything'.

Ashby

They arrived so quickly and were so helpful. They rescued my son out of my locked vehicle quickly and efficiently without even damaging the car at all. I'm so grateful! Thank you. Very professional at all times, very polite and informative. They made us feel very relaxed and in safe hands in what was a very stressful situation.

Birstall

Absolutely everything, they did their best to not damage my car as my son locked himself in, they were keeping him calm and absolutely amazing with him when they got him out. Arrived swiftly and did their job to the best they could. Extremely polite and nothing was too much trouble. A credit to the Fire and Rescue Service. Fire crew which arrived especially the incident commander, was very cheerful and helpful on scene and explained everything I wanted to know. Friendly and professional. Great communication whilst putting out the fire and excellent advice after. Kind, patient, reassuring, friendly, checked our smoke detectors, tried not to wake our children, reassured us that the ash steps would be easily mopped up, made sure we kept the doors shut so smoke didn't spread, wished me a happy birthday! I couldn't have asked for more! The team were exceptional couldn't have helped any more than they did and were so supportive. Professional and calm, dealt with the fire with speed and prevented additional damage. Really caring towards my husband who has Parkinson's. Reassuring him to keep him calm while moving him down the stairs. Showed great compassion for the lady in the most of unusual circumstances. They were really great with our small children, cheered them up and were very reassuring. They all acted very professional and caring. We were treated with respect in a very tense situation. A big thank you for fitting the smoke alarms and the information you have given me. Thank you. They put our minds at rest and made us feel comfortable with what they were doing. They were brilliant in all aspects of the help given. They rescued a horse from a ditch and there was not a mark on him afterwards and he walked away uninjured - this shows the skills and knowledge the rescue service have. Thank you. They used an Evacuation Chair to carry my very ill mother down an awkward staircase. The chair was perfect for the job and they used it very proficiently to move an incredibly delicate person to a better environment.

They were all brilliant. Couldn't have been more helpful. They were professional, helpful and courteous throughout to my 93-year-old father, but maintained a good sense of humour which he appreciated. They offered advice and fitted a smoke alarm and carbon monoxide detector. They certainly went above and beyond. Thanks to all concerned.

They were really friendly, and showed a genuine interest to save the animal that had become entangled in cord. They were professional and sensitive to the situation. Their actions were very swift and cause minimal disruption.

They were very helpful calm and informative to ensure something like this didn't happen again.

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

Very friendly and helpful at a devastating time.

Very polite, gave me lots of reassurance

Worked well in their team whilst maintaining dialogue with residents. Friendly and approachable. Efficient and effective in their duties and services.

They explained what was happening at each stage of the incident. Someone had called the Service because they had seen smoke/flames coming from our chimney, it was a complete surprise to us when we opened the door and saw the firefighters there. They quickly reassured us that it would be a routine procedure to start with to establish if any danger was present. They went upstairs and into the roof space and quickly found nothing untoward so proceeded to explore the possibility of a chimney fire - within the hour everything was under control. Please pass our thanks onto the crew involved.

Castle Donington

Put the fire out and stopped it spreading to a neighbour's field.

They were very friendly and reassuring and communicated what they needed fairly well.

Central

Calm and assured professional manner in dealing with the fire. Exceptionally good interpersonal skills. Handling the situation and giving advice - all without making me feel as stupid as they could have easily done. I would have taken it on the chin (I know I had used poor judgement) - but it was nice to be handled in a calm and supportive way. Well done to all officers for managing the incident. Exceptionally well done to the senior officer for the way he managed me.

I have smoke alarms for the deaf and they were malfunctioning. They were reset and I was advised to contact the local service who fitted them in case they need further attention. I was also reassured that I was quite right to call 999 as there might have been a hazard that I could not detect. I am 82 and quite deaf and partially sighted so was really happy to be so reassured.

The Fire and Rescue service commandeer was very professional and understanding of my inability to make beans on toast. The incident occurred as I was frying bread on the frying pan.

They were polite, impartial, calm and dignified in their approach.

Coalville

Very compassionate, gave advice above and beyond duty Put family at ease and treated the patient with dignity.

Eastern

They cleaned up very well and were very helpful with my dog. Very polite and very friendly staff. They kept the damage to a minimum.

Superb service from the crews.

They were very friendly and reassuring. They worked very quickly to put out the fire and kept me well informed on what happened.

Very quick arrival, professional and worked hard for a long period of time (4 hours)

Hinckley

Asked questions about what was stored in the shed, doused flames very quickly, minimising damage to the neighbour's hedge and trees. Please thank the personnel who attended.

Communication, kept us well informed of what they were doing and why.

Go my clothes and stuff out I needed.

It struck me how friendly everyone was, which was a really nice touch.

My 2-year-old closed the door whilst I was in the porch and locked me out! I called the emergency services and the lady was so lovely and sent the fire service immediately. They were all so lovely, polite and caring and came promptly. They all gave my little girl a wave goodbye. Thank you so much to you all for saving the day and being so kind to us both!

Noted the property had no smoke detectors and kindly fitted 2 before they left.

The firefighters who came were very knowledgeable and exceptionally helpful.

The incident was a false alarm but I thought the two firefighters responded extremely well.

To be honest I was surprised they weren't cross! I think the Fire and Rescue Service handled everything extremely well and professionally.

They were very good and kind to myself and my dog poppy who they rescued from the brambles at the back of my garden fence. Thank you so much she is unhurt and safe due to your great team.

Very personal and friendly.

Very reassuring, doubt had set in that I had over redacted but they were very polite and assured me that I had done the right thing.

Kibworth

Very fast at putting fire out without any problems I could tell.

Loughborough

Arrived really quickly, easy to speak to and kept us informed on what they were going to do.

Arrived very promptly and put us at ease.

Kept us reassured and informed throughout the whole process. Ensured we knew what steps to take in the next few days.

Kept us updated throughout as to what was going on. Very friendly and helpful.

Made us all feel at ease and lightened the mood and made everyone stop worrying and panicking.

Reassuring and so very polite.

Reassuring the matter of the situation.

Were great. Officer was very informative and dealt with everything as quickly as they could.

We are the landlord for the property and he explained it thoroughly.

The reassurance which we received was excellent. The team were able to put us at ease, after what was a frightening experience.

The whole team were professional and courteous from start to finish. A shift swop occurred during the incident and were equally to the highest standard.

Lutterworth

Everyone seemed very calm, friendly and efficient; thoroughly professional. Everyone also seemed interested in us, our premises and what we do.

Excellent response and controlled what could have been a more serious incident.

Took the time to show me how to use the fire blanket properly. They also checked all the alarms for me, cleared the smell of smoke, opened all available doors and made me feel safe again. I am truly grateful for such a wonderful service. Thank you.

We have children who were very upset and frightened about the incident but the firefighters went out of their way to help and reassure the kids.

Market Bosworth

Efficient, quiet, and very professional job performed without causing any worry or distress to the patient (my wife).

We felt that the Fire and Rescue Service responded extremely quickly and were professional, polite and calm throughout.

Market Harborough

Incredibly professional throughout.

They were fantastic with the kids and put us all at ease.

Melton Mowbray

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.

Gave us information about what had happened, extent of damage as was on roof which we could not see. Chatted to try and ease our shock and anxiety.

In somewhat difficult times these firefighters were calming and reassuring. I am eternally grateful to one and all.

The team were friendly, very helpful and caring to both myself and parents explaining everything thoroughly and taking on board things I said, making sure I understood. They were all brilliant, can't praise them highly enough.

Non-judgmental, quick with their actions, well prepared.

Security guard reported that the fire service was very helpful and informative when they attended our site. We are very happy with the service.

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

They were really great, reassured me regularly, and asked if I was OK. Cleaned up at the end!

Very helpful and professional.

Very kind and helpful.

Oakham

The team were incredibly polite, reassuring and helpful. They were responsive and very sensitive of the situation, and they resolved it as quickly as possible.

They did everything well and were very kind to me and my elderly mother.
They took time to double check that everything was ok.
Very friendly and made sure all was ok before leaving.
Very quick response. Calming influence. Explained actions.
Very sensitive and caring.

Shepshed

Very friendly. Excellent sense of humour.

Southern

Everything was completed in a professional and friendly manner. Magnificent.
Once arrived they dealt with the car fire very effectively, they were kind, had empathy and were overall professional.

The service was contacted, at the request of the District Nurses to relocate an immobile palliative patient from upstairs to downstairs. The crew arrived promptly, conducted themselves professionally and with considerable compassion, ensuring the best outcome.
Many, many thanks.

The whole team was extremely professional and demonstrated why our emergency services are the best in the world at what they do. Couldn't be more appreciative of their efforts and skill.

They were all round great, very professional and helpful, got here really quickly and did what was needed.

Uppingham

From the moment they arrived all fire crews were fantastic and I could not praise them any more for their efforts.

The whole operation went well.

Western

Everything, they were amazing can't thank them enough.

I only called to ask for advice as to how to stop the alarm from going off (it kept starting and stopping for almost an hour). I didn't realise the protocol was that the fire and rescue service had to attend the property for calls relating to smoke and fire alarms. I felt really embarrassed and that I had wasted their time however; all fire fighters present were really friendly and polite and advised I had done the right thing by contacting them as the alarm could have been faulty. They explained what was wrong with the alarm and how to prevent this from happening in the future. They also advised that if the alarm did start to go on and off repeatedly who to contact and what to request. They were extremely patient throughout and not at any time made me feel that I had wasted their time.

The fire service were great from arrival to leaving, they kept my husband informed of everything they were doing and how they were going to do the transfer to make sure he was okay with it. Without this service I don't know what we would have done as it took nearly 5 hours to arrange this trying to find the correct people to make the arrangements and the fire service arrived within 45 minutes from me being told it was to go ahead that afternoon - fantastic response and service.

They came out to what seemed a minor incident but to us was causing a lot of anguish. We are so grateful and can't thank everyone enough.

They were very good and reassured me throughout. Thank you so much for your help!

Wigston

Both firefighters attending my Mum, were excellent. This is the first time I have received help from the fire and rescue service, and can't fault anything. They were kind, reassuring, and efficient. Thank you to all.

The team were amazing in the way they handled the whole situation and reassuring us. 2 things stand out; 1) rescuing my daughters dolly from the car as she was very upset that her dolly was still there. 2) One firefighter called his wife who is a midwife to reassure me that the baby is fine and nothing to worry about. Subsequently his wife came to visit me at home the following day to check the baby's heartbeat.

The three firefighters who came to help were so kind and helpful. They worked in a completely coordinated professional manner and were reassuring my mum the whole time. We had put the initial fire out, but the brigade came and found that it was still smoking when they put the hose onto it. This put my mind at rest, suffering from anxiety and having disabled children live next door I was very thankful they came and checked it out.

These responses to relate to the question 'how can we improve'?

No improvement needed.

None - keep doing the excellent job that you already do.

Not one, you have a wonderfully professional team who were calm, kind and quick. Keep being wonderful humans who perform a vital service to those in their time of need.

They are brilliant.

Keep up the amazing service that they and all the emergency services provide.

No, just keep doing what you are doing please.

They were faultless.

Keep doing the same.

I have nothing to add except that I thank everyone who attended and wish them all well as they seek to maintain the very high standard of professionalism and care we experienced yesterday evening and again this morning at the follow-up.

Two fire crews did everything they could to get me downstairs safely. They worked incredibly hard in difficult circumstances. The crews could do no more for me. The Chief Fire Officer also attended the incident. He took my son, James, 34 years to one side to discuss my future. He kindly suggested a repeat performance would not be in my best interest. He advised that I would be safer living downstairs. Whilst at the General Hospital my son moved much of my bedroom downstairs into the lounge. A good job done following the advice of the Chief Fire Officer at the scene. I wish to apologise for putting your men through such a trauma, but I am forever grateful for their patience and kindness. I am recovering.

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.

No, all was fantastic.

Nothing could improve the response and actions on this occasion.

They were brilliant.

Get them more equipment.

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

If they have to take risks which would mean that people's lives would be saved on the roads.

Then please take them as property can also be saved this way.

None - keep up the good work