

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 17 July 2019**

**Subject: After the Incident Survey 2018/19**

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

**Author: Mark Wilkinson, Performance Co-ordinator**

**For: Information Only**

## **1. Purpose**

- 1.1 The purpose of this report is to inform the Corporate Governance Committee of the outcomes of the After the Incident Survey 2018/19.

## **2. Recommendations**

The Corporate Governance Committee is asked to consider the summary findings, identify any areas for further analysis if required and support the evaluation of alternative methods for capturing service user feedbacks and satisfaction levels in the future.

## **3. Executive Summary**

- 3.1. Leicestershire Fire and Rescue Service (LFRS) uses an 'After the Incident Survey' to measure customer satisfaction of response services. It is completed and returned by members of the public who have experienced an emergency incident at a property that has been attended by LFRS. Every year, satisfaction with initial call handling, service and advice given at the scene, and overall satisfaction with the services received, is monitored.
- 3.2. Levels of satisfaction for 2018/19 remain extremely high, actually resulting in increasing satisfaction levels, across various categories, from previous years.
- 3.3. Opinion Research Services (ORS) produced the After the Incident Survey 2018/19 and reported the outcomes to LFRS; this service cost £2,753.75. There were 252 domestic and 62 non-domestic returns received in 2018/19, equating to £8.77 per return.

Opinion Research Services have not been retained by LFRS for 2019/20. This is due to the continued reduction in the number of Fire and Rescue Services using Opinion Research Services and the impact this has on the validity of benchmarking. It was also felt that an alternative method of capturing and reporting end user satisfaction was needed to cover the full range of incidents the Service attends and to ensure regular performance results are received, rather than waiting a full 12 months for the results as is the case now.

In 2019/20 LFRS will be utilising the services of Leicestershire County Council's Business Intelligence Team to capture the 'After the Incident' survey

results. They have also provided access to their tableau dashboard performance reporting system to allow the Service to monitor and report on responses during the year.

## **4. Background**

4.1 Currently After the Incident surveys are sent to properties where LFRS have attended incidents classified as false alarm good intent, fires or special services, and where the complete postal address has been recorded. Any incidents involving a serious injury or fatality, and all medical incident first responder incidents, are excluded.

The surveys are sent to both domestic and non-domestic properties; each of which have slightly differing questions and are collated separately.

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

4.2 The results for the After the Incident Survey 2018/19 are summarised in Appendix 1. LFRS performance nationally compared to other services that undertake the survey is also detailed, along with a comparison of LFRS results for the previous year. Trends for overall satisfaction for the past six years are also included.

The results remain positive in all categories. Highlights include:

- Satisfaction is extremely high in terms of initial contact with staff, i.e. Fire Control operators.
- Of those present at the time of the incident, the majority of people for both domestic and non-domestic incidents felt the arrival time of the fire service was either quicker than expected, or as expected. Only 6 of 227 domestic respondents and 2 of 49 non-domestic respondents felt that the response time was slower than expected.
- Information and advice responses continue to show a high percentage of satisfaction from respondents.
- Information and advice for non-domestic respondents increased across a range of categories.
- Overall, almost all (98.4%) domestic and non-domestic respondents were satisfied with the level of service they received, an increase of 1.9% from the previous year (96.5%).

## **5. Report Implications / Impact**

### **5.1 *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.

5.2 ***Financial (including value for money, benefits and efficiencies)***

None arising from this report. Any actions arising from the survey outcomes will be met from within existing budgets.

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

None arising from this report.

5.4 ***Staff, Service Users and Stakeholders (including the Equality Impact Assessment)***

- a) Service users' views are considered and will be used to identify any actions arising as a result of the outcomes of the survey.
- b) The Service Delivery directorate will be analysing the outcomes in detail and addressing any areas identified for improvement. This will include looking at the responses according to different characteristics.

5.5 ***Environmental***

None arising from this report.

5.6 ***Impact upon Our Plan Objectives***

The survey allows LFRS to measure against the aims of responding effectively to incidents (by using the results to make improvements to the response service) and to provide assurance by publishing the outcomes to ensure communities are well informed.

**Background Papers**

None

**Appendix**

After the Incident Survey 2018-19 – Summary of Results

**Officers to Contact**

Rick Taylor, Chief Fire and Rescue Officer  
[Rick.taylor@lfrs.org](mailto:Rick.taylor@lfrs.org)  
0116 2872241

Mark Wilkinson, Performance Co-ordinator  
[Mark.wilkinson@lfrs.org](mailto:Mark.wilkinson@lfrs.org)  
0116 2872241