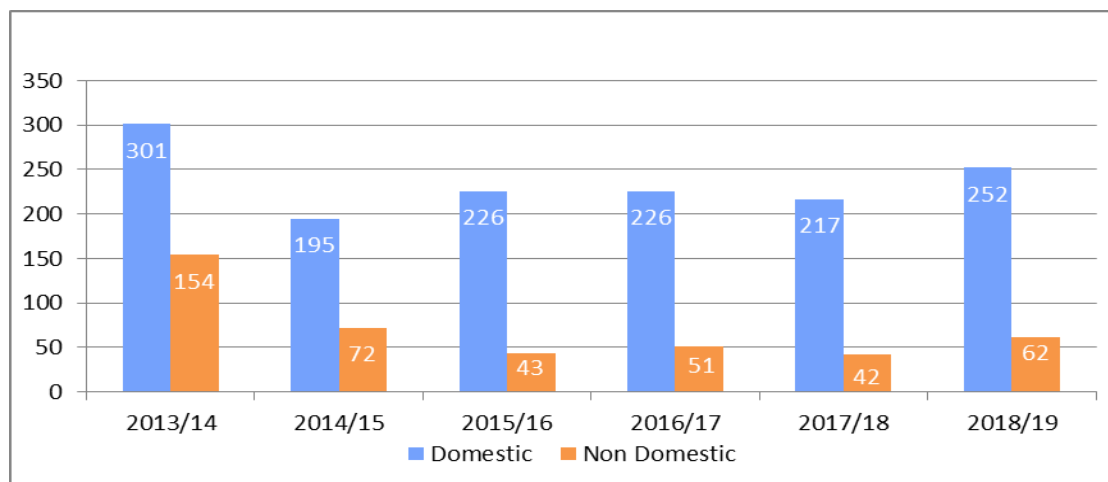


After the Incident Survey 2018-19 – Summary of Results

After the Incident surveys are sent to selected residential and business addresses that have experienced an incident attended by LFRS.

1. Responses

There was an increase in responses in 2018/19 compared to 2017/18 for both domestic and non-domestic incidents.



The following tables illustrate (for both domestic and non-domestic incidents):

- The percentage score for 2018/19;
- Where we are ranked nationally (against other Fire and Rescue Services that have taken the survey and have sufficient responses to warrant a benchmark). Green shading illustrates above average national performance, red below average and yellow average.
- The percentage increase or decrease from 2017/18. Green illustrates an improvement; red a deterioration and yellow no change.
- In the main, answers that are either ‘strongly’ or ‘tend to agree’ are used to make up the percentage scores.

2. Initial Contact

Initial Contact:	DOMESTIC			NON-DOMESTIC		
	2018/19 %	Ranking nationally (of 5)	Compared to 2017/18	2018/19 %	Ranking nationally (of 3)	Compared to 2017/18
Polite	99.3	3	+0.2%	97.1	2	-2.9%
Helpful	99.2	3	+1.0%	97.0	2	-3.0%
Efficient	99.2	3	+0.1%	97.0	1	-3.0%
Reassuring	97.7	2	+0.6%	97.0	1	+3.7%
Informative	96.1	4	-1.0%	93.9	3	-2.8%
Satisfaction with Initial Contact	97.8	2	-0.5%	97.1	3	-2.9%

For domestic incidents there was slight decrease overall when compared to the previous year in terms of initial contact with staff, i.e. Control operators. Despite this, most areas showed some increases, except for the category 'informative' which showed a slight reduction when compared to the previous year. In domestic incidents, 135 people were satisfied, with 2 people that were neither satisfied or dissatisfied and 1 person was very dissatisfied.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 2 out of 5 services, with 1 being the best.

For non-domestic incidents, 33 people were satisfied, with 1 person that was neither satisfied or dissatisfied.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 3 out of 3 services, with 1 being the best.

3. At the Scene

At the scene	DOMESTIC			NON-DOMESTIC		
	2018/19 %	Ranking nationally (of 5)	Compared to 2017/18	2018/19 %	Ranking nationally (of 3)	Compared to 2017/18
Speed of response	94.3	4	+5.6%	93.9	1	+5.0%
Kept informed during incident	97.3	4	+2.1%	95.8	1	-1.5%
FFs polite	99.6	2	+0.1%	96.0	3	-1.3%
FFs helpful	98.6	3	+0.3%	98.0	3	+0.8%
FFs informative	97.6	4	-0.1%	93.9	3	-3.3%
FFs efficient	98.2	4	+1.0%	94.0	3	-3.2%
FFs sensitive	96.7	3	+0.2%	98.0	2	+6.3%
Effects of incident kept to minimum	100.0	1 (= with 2 others)	+2.2%	100.0	1 (= with 2 others)	0.0%
Satisfaction with service at scene	98.3	3	-0.1%	100.0	3	+0.0%

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.

There were many areas of improvement from 2017/18 for domestic incidents and although some areas for non-domestic respondents showed some reductions in satisfaction, overall satisfaction with the service at the scene remained at 100%.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 3 out of 3 services, with 1 being the best for non-domestic incidents. For domestic incidents, the ranking score in the benchmarking report gives Leicestershire a ranking score of 3 out of 5 services, with 1 being the best for domestic incidents.

Positive comments include:

- *“Absolutely brilliant service. Very grateful. Thank you.”*
- *“Excellent. Exceptionally rapid response. Well done.”*
- *“All the firefighters that came were lovely and very, very helpful. Arrived very quickly.”*
- *“The FRS that attended went far beyond anything that I thought they would do and stayed to make sure I was safe.”*
- *“Very fast. Very relieved at how fast they arrived.”*
- *“The fire service personnel were excellent.”*
- *“Thankful for an amazing service.”*
- *“Very good help as we both are OAPs”*

There were of course some areas of dissatisfaction and suggestions for improvement:

- *“Because we only had a small metal bin and the hose pipe on ready/stand by, there was no need for safety advice”*
- *“This was unnecessary as the source was not on the premises.”*

4. Information and advice

Information and Advice	DOMESTIC			NON-DOMESTIC		
	2018/19 %	Ranking nationally (of 5)	Compared to 2017/18	2018/19 %	Ranking nationally (of 3)	Compared to 2017/18
Received safety advice at scene	77.3	5	-4.7%	72.0	3	-5.8%
Advice at scene helpful	n/a	n/a	n/a	100.0	1 (= with 2 others)	0.0%
Offered HFSC	35.0	4	-10.0%	n/a	n/a	n/a
Has advice received been adopted	55.0	n/a	-3.0%	75.8	n/a	-13.5%
Offered information booklet	31.0	3	-4.5%	20.7	3	-1.3%
Did you read booklet	n/a	n/a	n/a	91.7	n/a	+4.2%
Booklet was easy to understand	95.1	5	-4.9%	100.0	n/a	+11.1%
Booklet was informative	94.8	5	-5.2%	100.0	n/a	+11.1%
Booklet was helpful	94.8	4	-5.2%	100.0	n/a	+11.1%
Booklet was relevant	93.0	4	-3.4%	100.0	n/a	+11.1%

Information and advice responses for domestic residents across all areas have shown decreases in performance from the previous year. Respondents that were offered a HFSC decreased by 10.0% (35.0%).

Of the non-domestic respondents there was a slight decrease in the percentage that were offered an information booklet (20.7%). Encouragingly, of those that read the information booklets, 100.0% of people found them easy to understand, informative, helpful and relevant.

There is no overall ranking score in the benchmarking report regarding Information and Advice, but the majority of categories are below average national performance for both domestic and non-domestic incidents.

5. Overall Service

	DOMESTIC			NON-DOMESTIC		
	2018/19 %	Ranking nationally (of 5)	Compared to 2017/18	2018/19 %	Ranking nationally (of 3)	Compared to 2017/18
Satisfaction with overall service	98.0	1	+1.8%	100.0	2	+2.4%

Almost all domestic and non-domestic respondents were satisfied with the level of service they received. Domestic incidents showed an increase (1.8%) in the level of satisfaction when compared to 2017/18 and non-domestic respondents showed a 2.4% increase in satisfaction from 2017/18.

Of the 246 domestic valid responses, 241 people were satisfied, 3 people were neither satisfied nor dissatisfied and 2 people were dissatisfied with the overall service.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 1 out of 5 services, with 1 being the best.

Of the 59 non domestic valid responses, all 59 people were satisfied with the overall service.

The ranking score in the benchmarking report gives Leicestershire a ranking score of 2 out of 3 services, with 1 being the best.

6. Way in which benchmarking is calculated

For each individual indicator, the standard deviation is calculated (i.e. the range of the scores achieved by all participating FRSs). The mean is also calculated (i.e. the national score). From the mean, if an individual FRS's score is more than 1 standard deviation above or below the national score (the mean), then the FRS score is considered to be significantly higher or significantly lower than the national score.

If an individual FRS's score is less than 1 standard deviation above or below the national score (the mean), then the FRS score is considered NOT to be significantly higher or significantly lower than the national score. There is no significant difference in the results.

Therefore, for example:

Satisfaction with overall service: LFRS score is significantly below national score. This means that the Standard Deviation/range of scores for this indicator is less than 1; all scores were very closely grouped together/all FRSs scored similarly.

The standard deviation calculation is run on each indicator individually, which means that as in the example above, an indicator which is 1 point below the national score in one instance could be classed as "significantly below average" whereas in another it may be classed as NOT significantly below average; each indicator will have a different standard deviation. Crucially, it

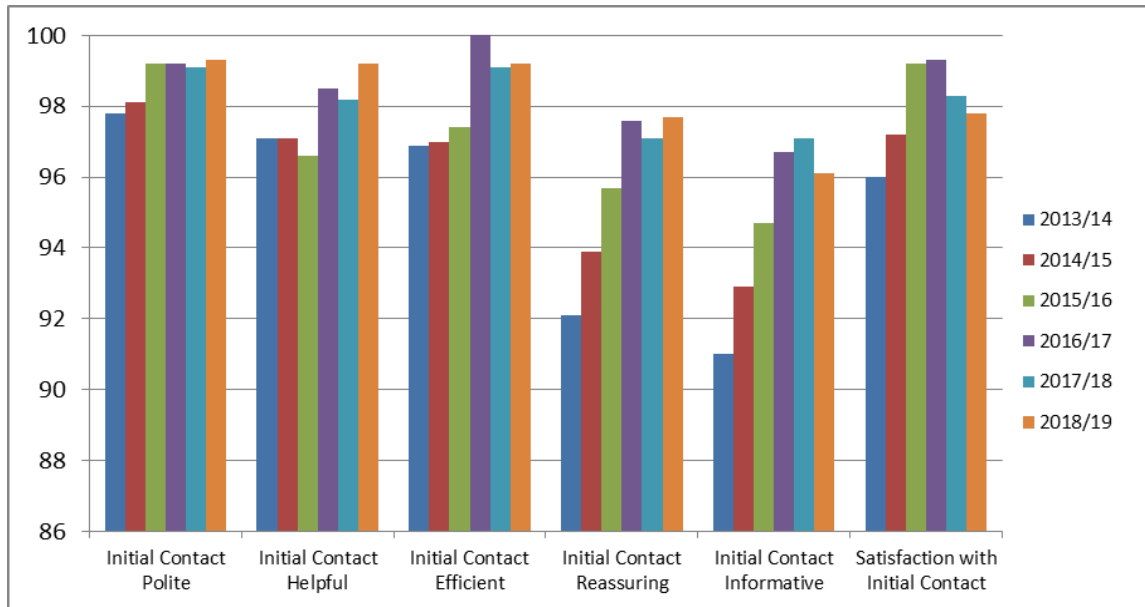
is important to bear in mind that a FRS might be significantly below average (because lower in the rankings), but still have a very good score indeed (i.e. Information and advice - booklet was easy to understand). Similarly, an FRS may score above average, but this does not necessarily mean it has scored highly (in absolute terms) and that no improvement is required. These points are very important to make.

After the Incident Survey 2018-19 – Six Year Trends

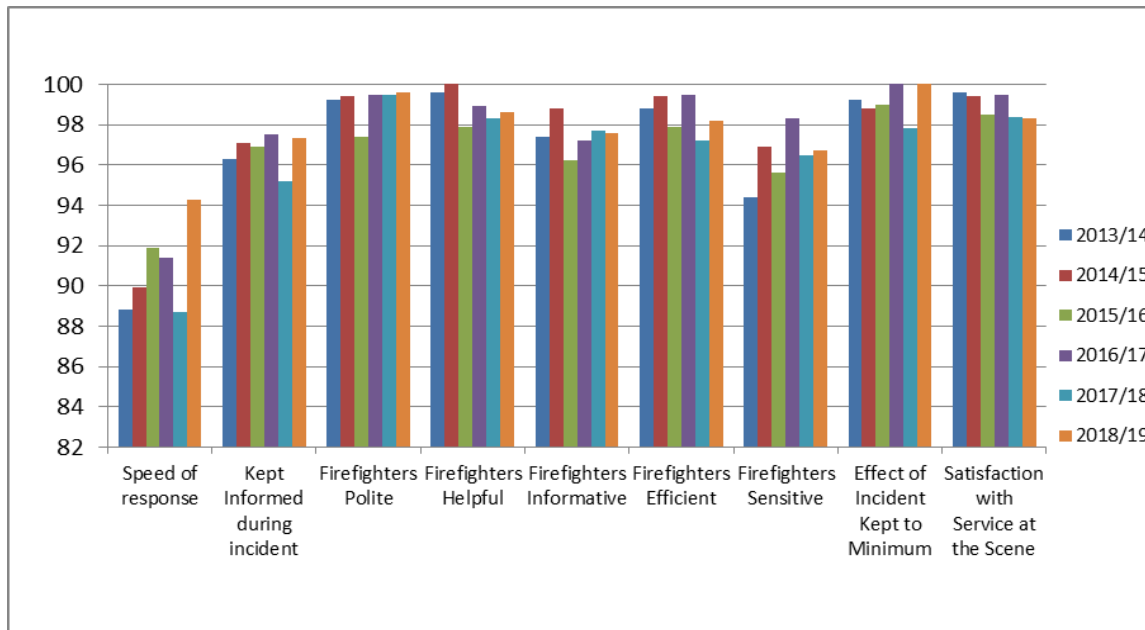
Graphs Showing Six Year Performance (where information is available)

DOMESTIC INCIDENTS

1. Initial contact (domestic)

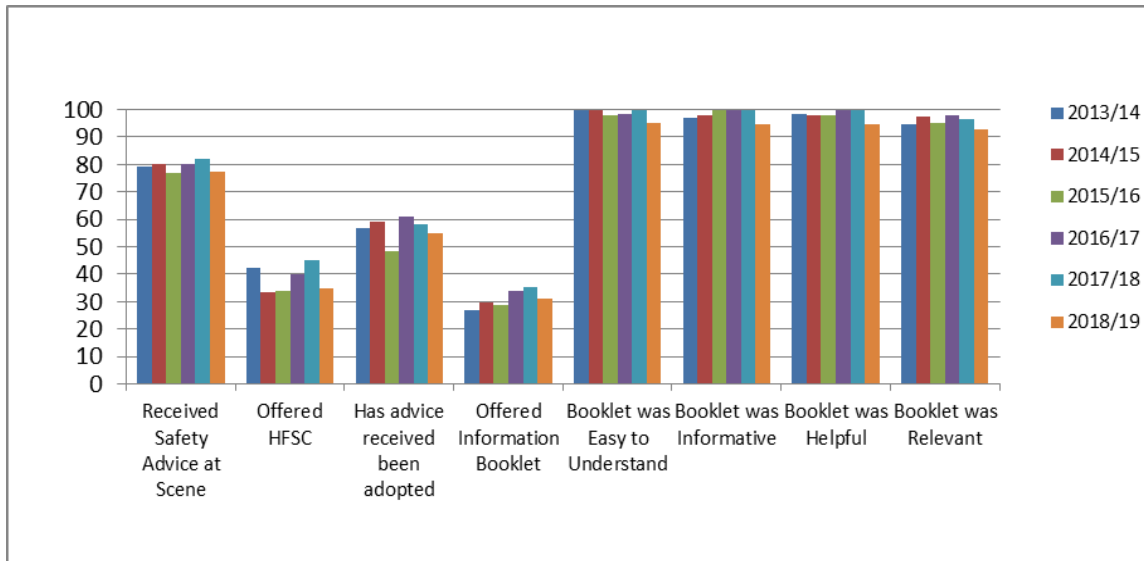


2. At the scene (domestic)

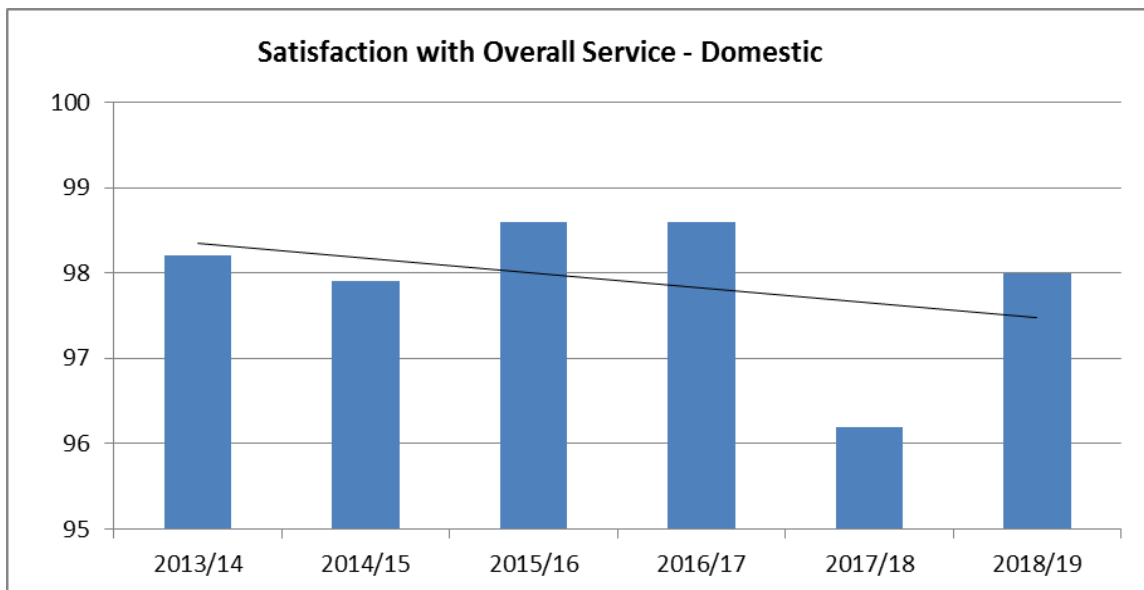


After the Incident Survey 2018-19 – Six Year Trends

3. Information and Advice (domestic)



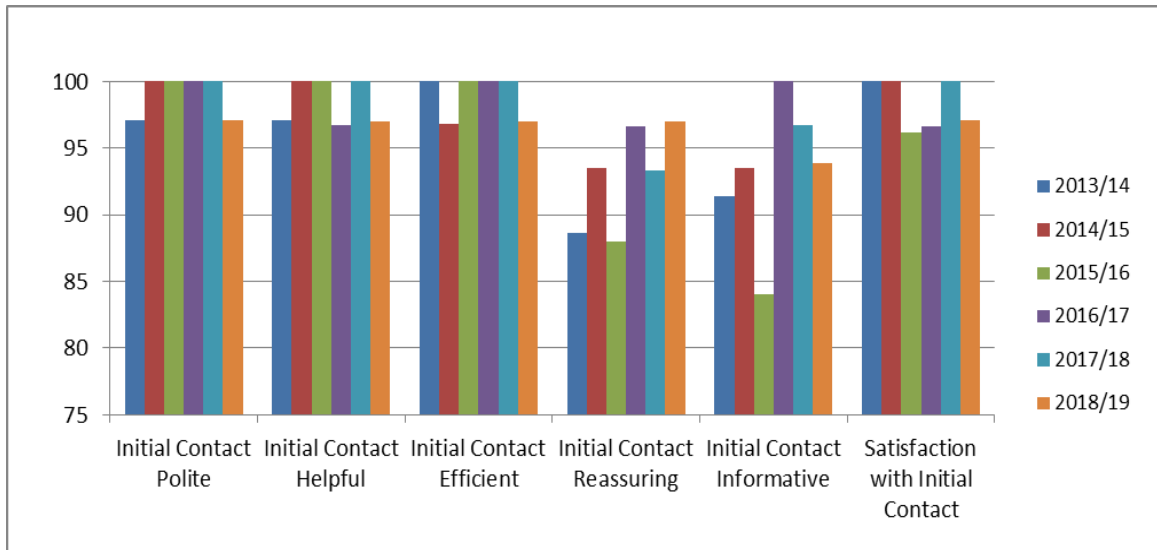
4. OVERALL SATISFACTION (domestic)



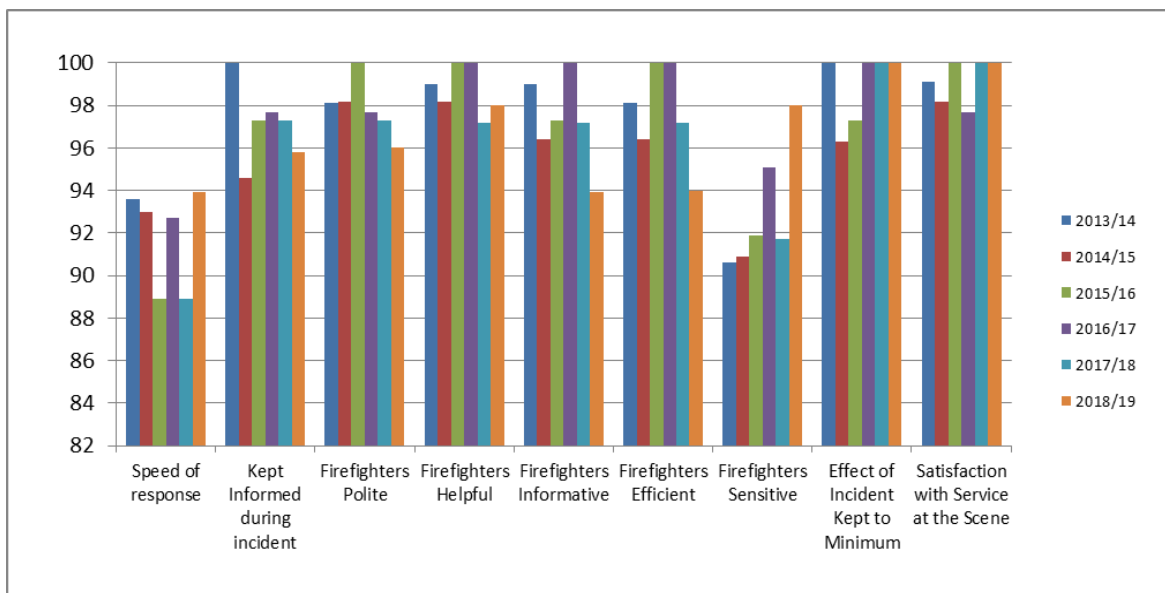
After the Incident Survey 2018-19 – Six Year Trends

NON-DOMESTIC INCIDENTS

1. Initial contact (non-domestic)

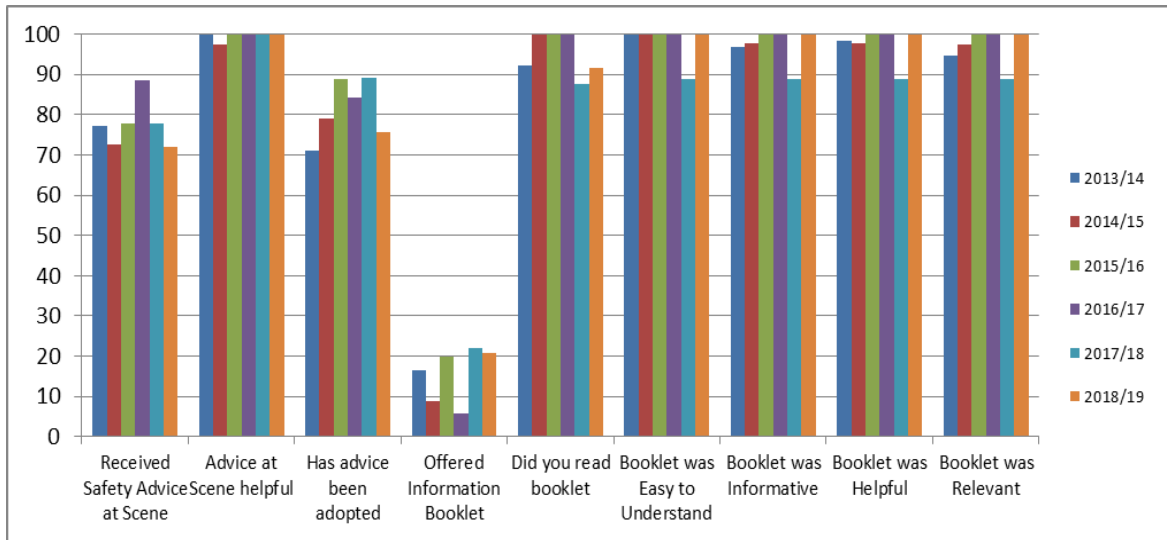


2. At the scene (non-domestic)



After the Incident Survey 2018-19 – Six Year Trends

3. Information and Advice (non-domestic)



4. OVERALL SATISFACTION (non-domestic)

