

Meeting: Corporate Governance Committee
Date: 13th September 2017
Subject: After the Incident Survey Outcomes
Report by: The Chief Fire and Rescue Officer
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For: Information Only

1. Purpose

The purpose of this report is to inform Corporate Governance Committee of the outcomes of the 2016/17 After the Incident Survey, completed and returned by members of the public who have experienced an emergency incident that we have attended.

2. Recommendations

Corporate Governance Committee is asked to consider the summary findings and identify any areas for further analysis if required.

3. Executive Summary

- 3.1. The After the Incident Survey is one of the few methods we have of measuring customer satisfaction of our frontline services. Every year we monitor satisfaction with initial call handling, service and advice given at the scene; and overall satisfaction with the services received.
- 3.2. Levels of satisfaction for 2016/17 remain extremely high, and many areas show improvements from previous years.

4. Report Detail

- 4.1 After the Incident surveys are sent to properties where we have attended incidents classified as false alarm good intent, fires or special services, and where we have a complete postal address recorded. We exclude any involving a serious injury or fatality, and all medical first responder incidents. 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 Appendix 1 summarises the results for 2016/17, along with our performance nationally compared to other services that undertake the survey, and our own

results compared to the previous year. Trends for overall satisfaction for the past six years are also included.

The results are very positive in all categories. Highlights include:

- Satisfaction is extremely high in terms of initial contact with staff, i.e. Control operators, and many areas improved from the previous year.
- 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 11 of 198 domestic respondents and 3 of 41 non-domestic respondents felt that the response time was slower than expected.
- Information and advice responses for domestic residents have shown good improvements from the previous year. Respondents that were offered a HFSC increased by 6.1% (39.8%): and of those who were offered, 95.1% accepted it.
- Information and advice for non-domestic respondents remained largely the same as the previous year. Only 5.9% were offered an information booklet.
- Encouragingly, the majority of people in both types of premises adopted the advice that they had received at the scene; and found the information booklets useful and informative when they were offered.
- Overall, almost all (over 98%) domestic and non-domestic respondents were satisfied with the level of service they received.
- The overall trends for satisfaction for both domestic and non-domestic incidents are ones of improvement.

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 contributes directly to our aims of providing an effective response to the community (by using the results to make improvements to our response service) and effective governance and openness to the community (by publishing the outcomes and consulting with our community).

6. **Background Papers**

None

7. **Appendices**

After the Incident Survey 2016-17 – Summary of Results