

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 25 July 2018**

**Subject: After the Incident Survey 2017/18**

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

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**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 2017/18.

## **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 feedback 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 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 2017/18 remain extremely high, although there have been slight reductions across various categories from previous years.
- 3.3. Opinion Research Services (ORS) produced the After the Incident Survey 2017/18 and reported the outcomes to LFRS; this service cost £2,696. There were 217 domestic and 42 non-domestic returns received in 2017/18, equating to £10.40 per return.

Opinion Research Services have been procured again by LFRS for 2018/19. However, 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 the benchmarking, it is felt that alternative methods of capturing and reporting end user satisfaction need to be explored.

A more inclusive method of benchmarking the service provided by LFRS will be provided by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) later this year.

#### **4. Report Detail**

4.1 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 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 2017/18 are summarised at 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 very positive in all categories. Highlights include:

- Satisfaction is extremely high in terms of initial contact with staff, i.e. 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 8 of 186 domestic respondents and 2 of 36 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 Home Fire Safety Check increased by 5.2% (45.0%); and those who received safety advice at the scene increased by 1.8% (82.0%);
- Information and advice for non-domestic respondents increased across a range of categories. 22.0% were offered an information booklet, an increase of 16.1%;
- Encouragingly, the majority of non-domestic premises adopted the advice that they had received at the scene;
- Overall, almost all (96.5%) domestic and non-domestic respondents were satisfied with the level of service they received.

#### **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 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 analyse the outcomes in detail and will address any areas identified for improvement.

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.

6. **Background Papers**

None.

7. **Appendices**

1. After the Incident Survey 2017-18 – Summary of Results.