

**Status of Report: Public**

**Meeting: Corporate Governance Committee**

**Date: 16 September 2020**

**Subject: After the Incident Survey 2019/2020**

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

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**For: Information Only**

### **Purpose**

1. The purpose of this report is to inform the Corporate Governance Committee (CGC) of the outcomes of the After the Incident Survey 2019/2020.

### **Recommendation**

2. The CGC is asked to consider the summary findings and identify any areas for further analysis if required.

### **Executive Summary**

3. Previously Leicestershire Fire and Rescue Service (LFRS) procured the services of Opinion Research Services (ORS) to undertake 'After the Incident' (ATI) surveys.
4. This process involved paper-based questionnaires and was limited to members of the public who had experienced an emergency incident at a property that had been attended by LFRS. The results of the survey were usually provided three months after the end of the full reporting period.
5. For 2019/2020, LFRS engaged with Leicestershire County Council's Strategic Business Intelligence Team and developed a new After the Incident Survey (ATI) process. The aim was to reduce the use of paper, increase the range of incidents involved in the survey, introduce an online completion method and make the responses to the questionnaire immediately available.
6. There were 208 responses received in 2019/2020. Overall, positive feedback was received in every section of the survey and 100% of respondents expressed overall satisfaction with the service they received from LFRS.
7. The new arrangement with Leicestershire County Council cost £4,900 for the initial set up, hosting of the survey, provision of a 'dashboard' to monitor results and production of the end of year summary report which is included as an Appendix to this report. The cost for 2020/2021 will be approximately £2,800.
8. To further improve engagement with communities, alongside the dashboard used for internal monitoring purposes, a 'public dashboard' has been created to make high level ATI data available to everyone. A link to the dashboard (below) will be made available on the LFRS external website shortly.

## Background

9. Previously the Service Information Team (SIT) manually sent paper-based After the Incident surveys to properties where LFRS had attended incidents classified as false alarm good intent, fires or special services, and where the complete postal address had been recorded. Any incidents involving a serious injury or fatality, and all medical first responder incidents, were excluded. The surveys were sent to both domestic and non-domestic properties; each of which have slightly differing questions and were collated separately.
10. The survey asks questions around initial contact with staff (i.e. call handling); service at the scene; information and advice; and overall satisfaction.
11. The new process for the After the Incident Survey 2019/2020 removed any responsibility from the Data Team to extract address information and the SIT Team to post questionnaires. Instead cards were produced for firefighters/ Officers in Charge to leave with those people affected by the incident which requested their feedback via an online survey. Obviously, discretion was called for, with feedback only being requested where appropriate.
12. The online survey is generic and can be completed for all incident types attended and is not limited as before to incidents at a property.
13. Once the survey is completed, the information becomes available overnight and populates a dashboard. Access to the dashboard has been provided to all Station Managers, Geographical Group Managers and the Area Manager responsible for Operational Response.
14. The dashboard has 12 tiles, some display similar information to the original ORS questionnaire, but others have been enhanced to include demographic information and detailed station statistics in relation to incidents attended, cards given out and the number of responses received.
15. The After the Incident Survey Results detailed at the Appendix provide a comprehensive assessment of the performance of LFRS when responding to incidents. It includes the following satisfaction levels:
  - 97% of respondents were 'very satisfied' with the initial 999 call
  - 99% of respondents believed the fire engine arrived 'as they expected' or 'quicker than they expected'
  - 94% of respondents felt very well informed at the scene
  - 100% of respondents were 'very satisfied' with the service they received at the scene
  - 95% of respondents felt the information or advice given was very useful
  - 100% of respondents were satisfied with the overall service they received from LFRS, 99% of these were 'very satisfied'

## **Report Implications/Impact**

### 16. 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.

### 17. Financial (including value for money, benefits and efficiencies)

The cost for the ATI survey provided by ORS in 2018/2019 was £2,754. The initial set up and management of the new process in conjunction with Leicestershire County Council in 2019/2020 was £4,900. This figure will reduce to £2,800 in subsequent years.

### 18. Risk (including corporate and operational, health and safety and any impact on the continuity of service delivery)

The benefit of the After the Incident survey is dependent on the number of cards given out and the number of survey responses this generates. The data suggests that some stations are more effective at encouraging people to complete the survey than others.

There appears to be room for improvement at all stations in relation to the number of cards handed out. This will continue to be monitored by Station Managers.

### 19. Staff, Service Users and Stakeholders (including the Equality Impact Assessment)

The Operational Response directorate should use the outcomes of the survey results and identifying areas for improvement.

### 20. Environmental

None arising from this report.

### 21. Impact upon Our Plan Objectives

The survey allows LFRS to measure against the Response strategy aim of responding effectively to incidents and achieving the Governance strategy outcomes of knowing what our communities think and ensuring our communities are well informed.

## **Background Papers**

None.

## **Appendix**

After the Incident Survey Results 2019-20

## **Officers to Contact**

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